



Doubles staff engagement and efficiency



AHT Reduced
by 7 minutes



Training decrease
by half

The Challenge

Just like for any local government, it is mission critical for Lockyer Valley Regional Council to be able to resolve customer queries quickly, accurately, and consistently – so when the council realised that its legacy knowledge management system (KMS) was standing in the way of staff efficiency and customer service quality, it knew that it needed a fresh approach.

The old system was highly unintuitive, which meant that customer

service agents required extensive one-on-one training to use it effectively, and staff in other departments had immense difficulty locating key information. To make matters worse, the council had no way of updating the system with new material, so staff often had to look elsewhere for the latest answers to customer questions. This led to long calls and low satisfaction – both for customers and employees.



The Objective

The council decided to replace its old, off-the-shelf KMS with a modern solution that could act as a single source of truth for all of the organisation’s knowledge. Lockyer Valley Regional Council began looking for an easy-to-use, easy-to-update KMS that could help it achieve the following objectives:

- Boost staff engagement and customer satisfaction
- Cut agent training time and associated costs
- Shorten Average Handling Times (AHT) for customer service calls

This search soon led to livepro – a high-level knowledge platform that met all of the council’s needs, and more. Wendy Scott, Customer Service Co-ordinator at Lockyer Valley Regional Council, comments “We chose livepro because they had the best reputation in the market.”



Staff are so happy with the new system, and the transition was so easy! They actually want to add more information to the system to take advantage of it!



Wendy Scott
Customer Service Co-ordinator





**AHT
Reduced**
by 7 minutes



**Training
decrease**
by half

The Outcome

With the help of livepro, Lockyer Valley Regional Council has completely transformed its knowledge management landscape. Costs are down, productivity is up, and both employees and customers are happier than ever.

Now that customer service agents can pull clear and consistent information from a single source of truth, staff engagement and efficiency have doubled. Wendy adds: *"Staff are so happy with the new system, and the transition was so easy! They actually want to add more information to the system to take advantage of it!"* And with livepro, adding new information is easy, since knowledge managers can seamlessly update the system at any time.

livepro's powerful search functionality and user-friendly design also empower agents to quickly and easily communicate answers back to customers – cutting some calls by as much as 7 minutes – and they enable users from any internal department to effortlessly find whatever knowledge they need. What's more, this ease-of-use has drastically simplified new agent onboarding, as Wendy explains: *"The amount of one-on-one, initial user training has decreased by half!"*



About livepro

For over 20 years livepro has been the leading provider of premium knowledge management to award-winning customer service centers. Organizations from every major industry all over the world trust livepro to help them improve customer experience, reduce costs, engage employees, ensure compliance and offer management insights. At livepro, we pride ourselves on having the system that is the easiest to use, easiest to manage and a team that is the easiest to work with – always.



Contact livepro today

 1300 548 356

 sales@livepro.com

 livepro.com