

01-08
February 18, 2015

A working session of the Municipal Service Commission of the City of Wyandotte, Michigan, was held at the office of the Commission on Wednesday, February 18, 2015 at 4:00 P.M.

ROLL CALL: Present: Commissioner -Michael Sadowski
Leslie G. Lupo
Gerald P. Cole-Excused
Robert K. Alderman
Bryan Hughes

General Manager
& Secretary -Rod Lesko

Also Present -Paul LaManes
Valerie Hall
Steve Timcoe
Michaela Jackson
Cable TV Volunteer
Richard Miller
Steve Colwell

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SERVICES PROVIDED BY IBBS (Momentum)

Steve Timcoe, Superintendent of Telecommunications, giving overview on technical support provided by Momentum (IBBS).

Overview of services currently provided is a prelude to approving a trial period for 24/7/365 call center support for Cable Television that is separate from internet and VoIP support currently provided.

PRESENTATION FROM MOMENTUM IBBS

Michaela Jackson, Momentum (IBBS), giving presentation on Customer Care Operations.

TECHNICAL SUPPORT CUSTOMER CARE OPERATIONS

Flexible for MSO (Multiple System Operator) business needs
Over 100 Support reps working 24 x 7 x 365
Tenured experienced management team
Customized MSO specific call-flows and knowledge base
Defined and documented call handling processes
Dedicated Workforce Management Team with automated workforce Management practices
Real time queue management
Dedicated Training Manager and Quality Assurance Team
145 unique MSOs supported
Approximately 400,000 Subscribers supported
80 Tier 1 Agents
20 Tier II Agents
17 Business Services Agents

TIER I

Average 50K calls per month
First Contact Resolution: 68%
More than connection - configuration and education

TIER II

Advanced troubleshooting
Abuse
Billing issue support

BUSINESS SERVICES:

Advanced troubleshooting
Dedicated Commercial Account Support
Abuse
Billing issue support

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MULTI-SERVICE TECHNICAL ASSISTANCE

Internet
Voice
Cable TV
Wireless
Field Installer Support
Business Services

CABLE TV EXAMPLE MSO:

Currently Supporting:

Troubleshoot video issues and send hit to set-top if needed
Troubleshoot issues with remote control using MSO provided app
Use billing system to determine if there is a billing issue affecting service

Started Support in October 2014 on a project basis for DTA rollout support

WYANDOTTE CALL CENTER - LAST 4 MONTHS

Call Center Call Stats:

<u>MONTH</u>	<u>CALLS PRESENTED</u>	<u>CALLS ANSWERED</u>	<u>ASA</u>	<u>AHT</u>
Oct-14	766	730	0:00:37	0:08:42
Nov-14	896	827	0:00:57	0:08:47
Dec-14	1,016	924	0:01:02	0:07:09
Jan-15	1,071	979	0:01:11	0:07:41

CALL CENTER TICKET DATA (CALL DISPOSITION)

	OCT-14	NOV-14	DEC-14	JAN-15
Data	444	347	318	316
Email	57	41	45	40
VoIP	60	65	55	66
Wireless	64	50	50	65
Installer	53	26	44	27
Abuse	3	11	11	20
Video Service	1182	1210	1465	405
Billing	44	35	17	25
Webspace	2	1	0	0
Commercial	1	2	1	1
Static IP	4	0	2	0
TOTALS	1914	1788	2008	965

Operator Focused Workflow

Service Provider Branded Helpdesk Reference
Wiki tool - Confluence
MSO pages customized servicing requirements

Documented workflow based on call drivers
Effective and efficient troubleshooting based on
best practices
Troubleshooting steps captured into ticketing
History

SERVICE SUMMARY

Networking Type	Service	Account
Cable Modem	Abuse	Account Changes
DSL	Email	Account Creation
Fixed Wireless	Special Dispatch	Integrated Billing
In Wall Ethernet	VoIP	Modem Swap (Tech)
MAS	Web Space	Private Modem
WiFi Hotspot	WiFi Encryption	Tier 2

Steve Timcoe, Telecommunication Supervisor, this will improve are after hour support calls.

Expenses attached:

6 Month trial period at \$4,000 per month if this is beneficial we would evaluate and negotiate a new contract.

Valerie Hall, Customer Service Supervisor, I agree we should go for a 6 month trial.

Steve Timcoe, Telecommunication Supervisor, this is all budgeted in our fiscal 2014/2015 budget.

Hearing of Public Concerns

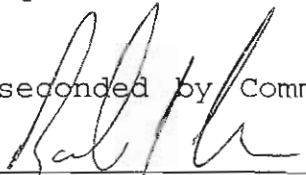
Richard Miller, 1202 2nd Street, when a customer calls how is the call resolved.

Steve Timcoe, the call will be resolved at the time they call.

Paul LaManes, how many customer service people available to answer calls in the queue?

Michaela Jackson 60 customer service representative are on staff.

MOTION by Commissioner Sadowski and seconded by Commissioner Lupo to adjourn. 5:00 p.m.



Rod Lesko, Secretary