



Enhanced Client Management System

BACKGROUND

The Customs Information & Support Centre (CI&SC) provides services to users of the Customs Integrated Cargo System to facilitate the reporting, movement and clearance of import and export cargo.

In addition to this Industry facilitation role the CI&SC provides information of a general Customs nature to the public, such as advice on traveller's concessions and importing and exporting goods.

The CI&SC handles approximately 45,000 calls and 2,500 emails per month, roughly split into 40% industry queries and 60% from the general public.

Customs has recently purchased AVAYA contact centre technology which will be implemented shortly. This includes Dual Tone Multi Frequency (DTMF) and Voice Capable Interactive Voice Response (IVR), improved skills based routing of calls, a knowledgebase for questions and answers available internally and externally, automated email response, call recording and quality tools, workforce management and advanced reporting applications.

The expected benefits for our customers and staff include increased first call resolution rate, decrease in average call time, increase in use of the internet resulting in less information calls, reduced research time during calls, caller history will be available and reduced time in data input.

The system is currently in the pre-production development and testing phase.

SCHEDULE

Phase 1: Internet Protocol Telephony

The IP Telephony is due to commence on 14 June 2008. The only difference for Industry and the general public will be the requirement to use the touch keys on the telephone handset to enable calls to be routed to suitably skilled officers.

Phase 2: Applications

Further applications are due to be progressively implemented during the later half of the year.