

# MIAMI BEACH

OFFICE OF THE CITY MANAGER

NO. LTC # **472-2016**

LETTER TO COMMISSION

TO: Mayor Philip Levine and Members of the City Commission

FROM: Jimmy L. Morales, City Manager

DATE: November 3, 2016

SUBJECT: **DISCUSSION REGARDING CALL-CENTER OPTIONS**

The purpose of this Letter to Commission (LTC) is to inform you of the opening of the City's new in-house Call-Center, located at 1755 Meridian Avenue, Suite 100, within the Finance Department's Customer Service Center.

I personally toured the facility on day one of its operations, November 1st, 2016, and can attest that it is a high-volume and high-energy area. The Call-Center's number one goal is to provide excellent customer service to the residents and businesses of Miami Beach in each and every customer contact. We have tactfully placed the best allocation of resources to answer phone calls, process payments, respond to emails, and perform other daily working functions.

The call-center currently answers customer phone calls for the following City Departments:

- Building Department (70,000 phone calls in FY 2015/16)
- Finance Department (27,000 phone calls in FY 2015/16)
- Parking Department (15,000 phone calls in FY 2015/16)
- Transportation Department (230 phone calls in FY 2015/16)

The City is additionally in negotiations for a new state-of-art Automatic Call Distributor (ACD) system for the new Call-Center, which would provide the City with several measurable benefits. An ACD system would provide the most optimum level of service for customer interactions, with solutions addressing:

- Skill-based routing
- Predictive routing
- Multi-location and at-home agent capabilities
- Inbound/Outbound call blending
- Automatic call back
- Supervisor Monitor/Coach/Barge
- Call Recording with limited archiving
- Email, Chat and Voice interaction capabilities
- Audio redaction of credit card information for PCI compliance

The City anticipates procuring such a system in the upcoming month.

  
JLM/AW/MM