



The State Bar *of California*

OPEN SESSION AGENDA ITEM JULY 2019 PROGRAMS COMMITTEE III.C

DATE: July 11, 2019

TO: Members, Programs Committee

FROM: Leah T. Wilson, Executive Director

SUBJECT: Review of Metrics for Offices Within Programs Committee Purview

The 2019 May Monthly Metrics Report has been submitted to the Board of Trustees as an attachment to the Executive Director's July 11 report. This agenda item addresses those metrics under the purview of the Programs Committee where identified performance targets were not met.

PROGRAMS COMMITTEE METRICS PERFORMANCE

- Metric ARCR2, External callers report a high level of overall satisfaction with call center experience
 - Target, 75 percent; May Performance 67 percent

In May, staff reported the engagement of a call center specialist (consultant) to assist in a review of current workload, response/wait times, and staffing levels. The consultant, using a "mystery shopper" approach, made dozens of calls over a two week period. The consultant posited that improvements to our phone tree (interactive voice response system – IVR) would significantly improve user satisfaction and call center statistics. Specifically, changes need to be made to how calls are routed through the queue, the tree needs to be simplified and made less confusing, and the existing voice recording replaced, using a more lively and inviting speaker. Staff is now developing an associated implementation and cost plan reflecting these recommendations.