




SERVICE LEVEL AGREEMENT
Between the Customer Relations Department (CR)
(Service Provider)
And
Human Settlements Directorate (HS)
(Client)
Of the City Of Cape Town

The purpose of this Service Level Agreement is to define the levels of service that will be provided by the Customer Relations Dept via the Corporate Contact Centre (CCC) to the Human Settlements Directorate and to ensure that a mutual understanding exists with regard to service expectations And the commitments between the two parties.

No	Service	Measurement	Criteria	How Measured
1	Operational Services/Service Guarantees <ul style="list-style-type: none"> CCC to answer 80% of calls within 20 seconds CCC to accurately record customer interactions relating to Human Settlements waiting list queries. CCC to resolve 90% of general queries at first time call resolution. CCC to refer queries via e-mail all difficult or technical queries to Human Settlements. Human Settlements to respond to difficult or technical calls within 48 hours. CCC to utilise dedicated Human Settlements call centre agents. 	<p>According to defined specs.</p> <p>Immediately</p> <p>Within one hour</p> <p>24 hours</p> <p>48 hours</p>		
2	Communication <ul style="list-style-type: none"> CCC Head and Head Communications & Stakeholder Engagement to meet at least weekly initially and then monthly to discuss the level of service. 	<p>According to agreed schedule</p>	<p>Speed</p> <p>Reliability</p> <p>Quality</p> <p>Flexibility</p>	<p>Monthly feedback sessions</p>
3	Roles and Responsibilities <p>The purpose of defining roles is to ensure that responsibilities can be assigned to specific people and to aid communication between Corporate Call Centre and the Human Settlements. This section must detail the specific roles and responsibilities of all parties. Also delineate who will be responsible for what. Provide the contact details of the people who will assume the responsibilities defined.</p>	<p>Random sample of Customers to be chosen for Satisfaction Survey</p>		

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<p>Service Provider: The Manager CR assumes overall responsibility for the service provided. The Corporate CC Head is responsible for the delivery of daily CC services.</p> <ul style="list-style-type: none"> • Pearl Nongqongqo: Head: Corporate Call Centre <ul style="list-style-type: none"> • Tel: 0214277036 • Cell: 0713558243 • Nomvumeko Senti – Supervisor: Corporate Call Centre <ul style="list-style-type: none"> • Tel: 0214277030 • Cell: 0726022139 <p>Client: The custodian of the agreement is the person responsible for negotiating and signing the agreement.</p> <ul style="list-style-type: none"> • Mrs Daphne King <p>Head: Communications & Stakeholder Engagement Human Settlements Directorate</p> <p>The Call Centre's responsibilities are:</p> <ul style="list-style-type: none"> • To provide the services defined in section 1 above. • To respond to and resolve all calls and requests within the resolution time in section 1 above. • To advise the client of any potential problems. • To protect against any unauthorised disclosure of any information stipulated by the Client as acquired or disclosed as a result of this agreement, including: <ul style="list-style-type: none"> - The CC Head must monitor the number of calls on a monthly basis. - Call statistics will be made available on a weekly/monthly basis to ensure compliance with the agreement. - The performance measures will be presented for discussion at the management meeting as per meeting arrangements. 			
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	<p>The Client's responsibilities are:</p> <ul style="list-style-type: none"> • To communicate any potential issues with the user base. • To train the CCC community and/or CCC trainer to have sufficient expertise to use the identified tools. • To provide CCC with any information that the CCC could not reasonably require in order to provide the service defined in this agreement. • To evaluate and measure service levels attained against the SLA and provide feedback. • To maintain communication with the CCC Head. • To provide additional staff for the Human Settlements pilot project should the 4 temporary CR staff not be sufficient to cope with the call volumes. (Please note that the 4 temporary staff are only available until 31 December 2012.) • To provide sufficient staff, and related furniture and equipment to run the Human Settlements queue after the pilot has been completed i.e. 31st December 2012. 			
4	<p>Escalation Procedure</p> <p>An e-mail is sent to the relevant Database Supervisor (currently Mr Michael Gooding) at Human Settlements.</p>			
5	<p>Statistics</p> <p>The following statistics will be provided by the CCC to HS on a monthly basis:</p> <ul style="list-style-type: none"> • Number of calls received • Number of resolved and unresolved queries. 	According to defined specifications	Speed Reliability Quality Flexibility	Monthly feedback sessions


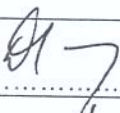
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6	Hours of Operation <ul style="list-style-type: none"> The CCC is open from 7h30 to 16:00 Monday to Friday. After hours calls will receive a message to confirm the hours of operation. 	According to a defined time frame	Speed Reliability Quality	Monthly feedback sessions Statistics
7	Training and Support <ul style="list-style-type: none"> HS to provide refresher training on HS business. CR to provide Customer Communications training for selected Housing staff. Housing to keep the CCC informed of any changes or initiatives that could affect call volumes or resolution of queries. 	Professionally Professionally At least one day before the change is scheduled to occur	Speed Reliability Quality Flexibility	Monthly feedback sessions Statistics
8	Implementation Date: 01.11.2012			
9	SLA Review This agreement will be reviewed annually from date of signature or sooner as circumstances demand it.			

Service Provider:	
Name:	Mrs Pat Lockwood
Position	Manager: Customer Relations
Signature:	<i>Pat Lockwood</i>
Date:	18 February 2013
Name:	Mrs Pearl Nongqongqo
Position:	Head : Corporate Call Centre
Signature:	<i>Pearl Nongqongqo</i>
Date:	18/02/2013

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Client:	
Name:	Mrs Alida Kotzee
Position	Director: Strategy, Support & Co-ordination
Signature:	
Date:	7/12/2012
Name:	Mrs Daphne King
Position	Head: Communications & Stakeholder Engagement, Human Settlements Directorate
Signature:	
Date:	2012/12/07