

Annex Two

#	Paper type	Provider	Reference Number	Paper date	Paper title	Withholding section
2.1	Presentation	Concentrix	Nil	March 2021	Concentrix Monthly Business Review presentation - March 2021	TBC

Monthly Business Review

March 2021


CONCENTRIX™

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Agenda

- 1 Contact Volumes
- 2 Operational performance
- 3 Helpdesk
- 4 Promotions
- 5 Mobile App
- 6 Website
- 7 Production Environment
- 8 Roadmap

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Contact Volumes



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Contact Volumes - Overall

RA		Feb		Mar		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		OFF	ANS	OFF	ANS									
9(2)(b)(ii)														
Actuals	Relay Service Volume	4525	4394	3092	3070									
	Relay Service AHT	0:06:53		0:09:42										
	Call Minutes	30228		29803										
9(2)(b)(ii)														

Video		Feb		Mar		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		OFF	ANS	OFF	ANS									
9(2)(b)(ii)														
Actuals	VIS (RAC)	104	92	58	47									
	VIS HelpDesk (RAC)			61	47									
	Video (MAC) Volume	1120		1949										
	VIS OB calls per MAC	2.38		1.70										
	Video AHT	0:17:07		0:15:57										
	Call Minutes	20745		32582										
9(2)(b)(ii)														

9(2)(b)(ii)

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Contact Volumes - Text Relay

Text Relay		Feb		Mar		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		OFF	ANS	OFF	ANS									
9(2)(b)(ii)														
Actuals	Text Relay Web (MAC)	931	926	921	915									
	Text Relay App (MAC)	842	832	854	850									
	Text Relay App (RAC)	139	139	77	77									
	Text Relay Volume Total	1912	1897	1852	1842									
	Text Relay AHT	0:11:37		0:13:45										
	Call Minutes	22047		25319										
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Contact Volumes - Captioned Relay

Caption Relay		Feb		Mar		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		OFF	ANS	OFF	ANS									
9(2)(b)(ii)														
Actuals	Captions Relay APP (RAC)	592	590	210	210									
	Captions Relay APP (MAC)	808	798	413	410									
	Total Caption	1400	1388	623	620									
	Caption Relay AHT	0:02:30		0:03:21										
	Call Minutes	3470		2080										
9(2)(b)(ii)														

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Contact Volumes - TTY and Speech to Speech

STS and TTY		Feb		Mar		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		OFF	ANS	OFF	ANS									
9(2)(b)(ii)														
Actuals	STS (MAC)	40	38	15	15									
	TTY (MAC)	654	576	363	358									
	STS_TTY (RAC)	230	222	46	43									
	TTY Helpdesk (RAC)			27	27									
	STS Video Assist (MAC)	11	10	5	5									
	STS & TTY Volume Total	935	846	456	448									
	STS & TTY AHT	0:03:18		0:03:30										
	Call Minutes	2786		1570										
9(2)(b)(ii)														

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Contact Volumes - Video Interpreting

Video		Feb		Mar		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		OFF	ANS	OFF	ANS									
9(2)(b)(ii)														
Actuals	VIS (RAC)	104	92	58	47									
	VIS HelpDesk (RAC)			61	47									
	Video (MAC) Volume		1120		1949									
	VIS OB calls per MAC		2.38		1.70									
	Video AHT		0:17:07		0:15:57									
	Call Minutes		20745		32582									
9(2)(b)(ii)														

Booked Video Interpreting		Feb		Mar		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Vol	AHT	Vol	AHT									
9(2)(b)(ii)														
Actuals	VIS booked call Skype	50	0:34:42	104	0:23:21									
	VIS booked call Teams	63	0:19:55	15	0:08:32									
	VIS booked call Zoom	8	0:11:31	67	0:40:54									

NZSL14283 (Actual 32,582 228.12% of baseline)

Operational performance



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Operational Performance

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Operational Service Levels

Key

	SLA achieved
	SLA missed
	SLA relief applied

SLA	Measure	Target	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
Time to Answer	% of calls answered within 15 seconds	=/>85 %	87.05	95.18%										
Abandoned Calls	% of calls abandoned by user	<10%	9.17	1.03%										
Availability	% of calls who receive busy tone or unable to be connected to service	<5%	0%	0%										
Quality	% of agents scoring =/>90% in Quality evaluation	=/>94 %		100%										
Text Transcription Rate	Text transcription rate for caption relay	=/> 125		128.63										

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Demographics

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Helpdesk



Contact Volumes - Help Desk

Helpdesk Voice		Feb		Mar		Apr	May	Jun
		OFF	ANS	OFF	ANS			
9(2)(b)(ii)								
Actuals	HelpDesk Voice	278	263	161	160			
	Helpdesk Voice AHT	0:07:19		0:05:13				
	Call Minutes	1924		834				
9(2)(b)(ii)								
Other Helpdesk channels		OFF	ANS	OFF	ANS	Apr	May	Jun
Actuals	TTY Helpdesk (RAC)	11	10	5	5			
	VIS Helpdesk (RAC)	Not Available		61	47			
	Email helpdesk	272	272	93	93			
	Video Helpdesk	4	4	0	0			
	Fax Help	0	0	0	0			

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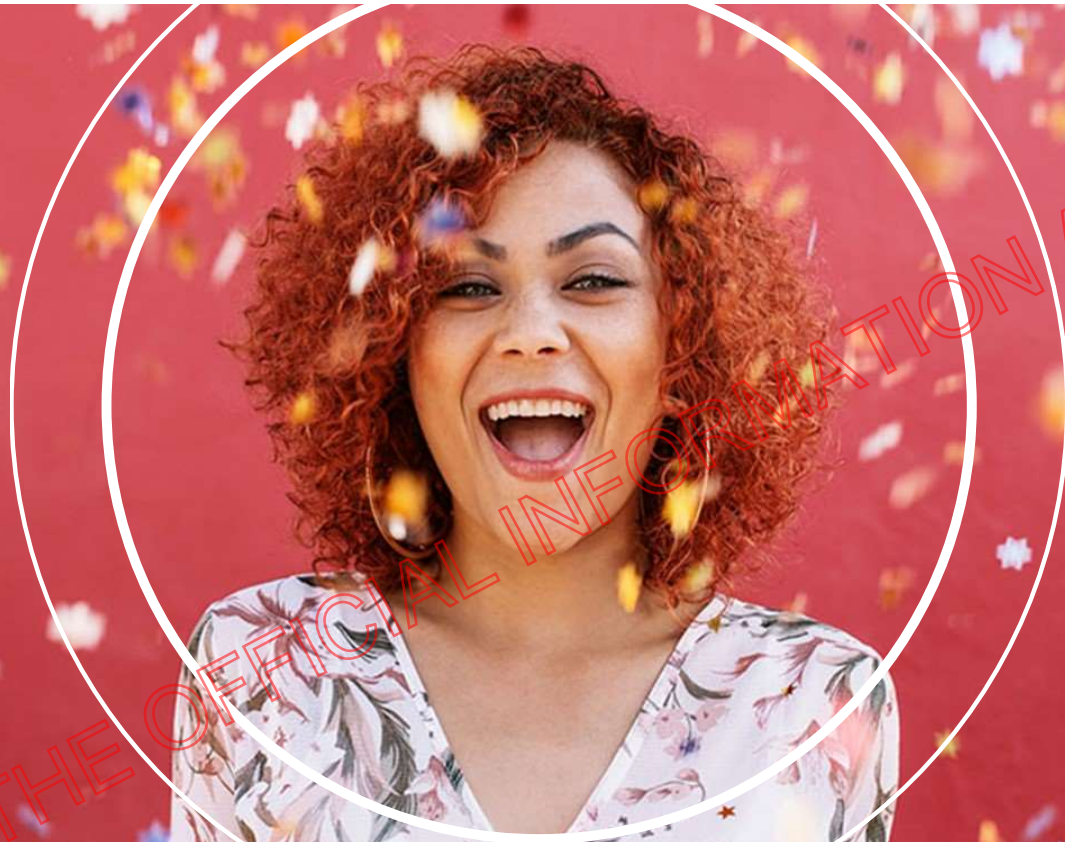
Help Desk – Contact Insights

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Promotions



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Service Promotion

Completed/ongoing Promotion activities:

- Call out to Captel users
- Met with several 3rd party providers to discuss “fast Pass” and service improvement

Upcoming Promotion Activities:

- Social Media presence
- Contact previous Captel users for deep dive
- Fastpass for high wait organisations

- Note: Service promotion for the first 3 month continues to be concentrated on existing users and supporting the transition in a stable BAU. We’ll also be focusing on data analytics to better understand where promotion will be most effective
- Discussion to be held with MBIE for proposed MAY/JUNE/JULY Promotional activity
- E.g. Stakeholder outreach / Inhouse open days / Virtual open days / Community training / Q and A sessions /
- Give us a Sign Name competition / Promote – No calling card / Promote – Video Feedback
- Promote Mobile App to text relay users – look at possible banner when using internet relay

	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
Registrations	207	57										
Info/Brochure requests	6	1										

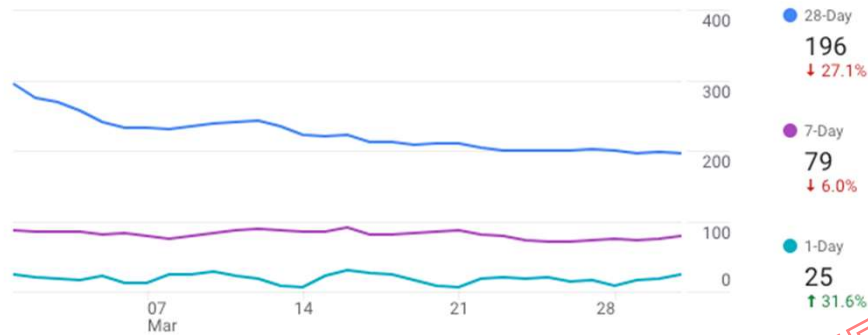
Mobile App



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Mobile App Usage

Active users ⓘ

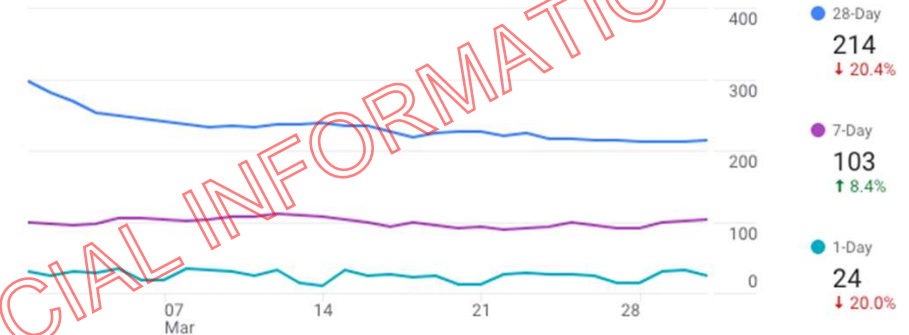


iOS

Upcoming Releases:

- Android 1.0.2 - New Relic release
- iOS 1.0.2 - New Relic and position in queue fix release

Active users ⓘ



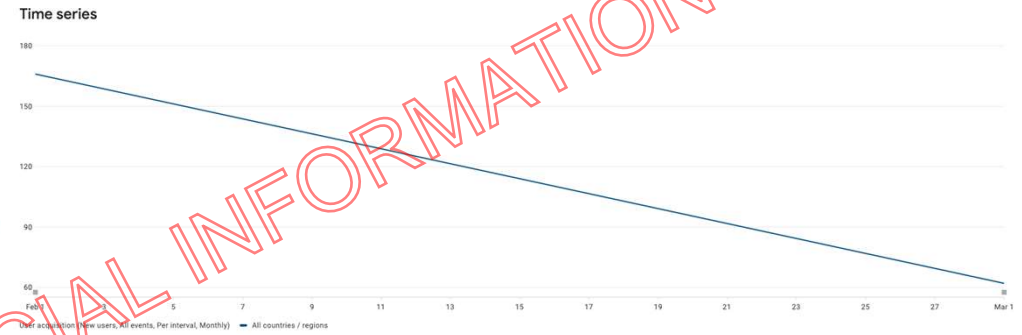
Android

Other information/activities:

Mobile App New User Acquisition



iOS



Android

Feb: 62
March: 24

Note: Installation data is only available for users who opt in to share their diagnostics data.

Feb: 166 installations
March: 62 installations

Mobile App Service Levels

SLA	Measure	Target	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
Response Time	% of total incidents met response time	=/>90%	100%	100%										
Resolution Time P1 & 2	% of total incidents resolved met resolution time	=/>90%	100%	N/A										
Resolution Time P3	% of total incidents resolved met resolution time	=/>80%	N/A	100%										
Service Request	% of Service Requests resolved have been fulfilled	=/>80%	N/A	N/A										

Key

	SLA achieved
	SLA missed
	SLA relief applied

9(2)(b)(ii)

Website



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Website Service Levels

SLA	Measure	Target	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
Response Time	% of total incidents met response time	=/>90%		100%										
Restoration Time	% of total incidents met restoration time	=/>95%		100%										
Resolution Time	% of total incidents resolved met resolution time	=/>100%		100%										

Key

- SLA achieved
- SLA missed
- SLA relief applied

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Production Environment



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Production Environment Service Levels

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Roadmap

Roadmap Reporting

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Financials



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Financial Reporting

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DO SOMETHING GREAT

Thank you!



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