

Message

From: Emma King1 [emma.king1@GRO]
on behalf of Emma King1 <emma.king1@GRO>
Sent: 04/01/2017 14:45:43
To: Alison J Clark [alison.j.clark@GRO]; Annette Caddick [annette.caddick@GRO]; Nigel Davies [nigel.davies@GRO]
Subject: RE: Branch Balancing Simplification: NBSC Information
Attachments: Discrepancies Handout.doc

Hi

There is a handout that we give to new starters ,this has questions that the advisors should be asking when dealing with these and what they should be checking. I have attached the doc for you to have a look at.

Many Thanks

Emma Hibberd I
Advanced NBSC customer advisor

1 Future Walk, 1st Floor West Wing, Chesterfield, S49 1PF
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From: Alison J Clark
Sent: 04 January 2017 14:31
To: Annette Caddick <annette.caddick@GRO>; Nigel Davies <nigel.davies@GRO>; Emma King1 <emma.king1@GRO>
Subject: FW: Branch Balancing Simplification: NBSC Information

Hi Guys

With regards to section 2 – maybe not on the KBA but have we as part of our NBSC training material devised a discrepancy diagnostics document. I thought we had you know check your rem's in/out etc etc

Can you point me in the right direction please?

Thanks

Alison

Alison Clark I Contact Centre Team Leader

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POST
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From: Shaun Turner

Sent: Wednesday, January 4, 2017 2:14 PM

To: Alison J Clark <alison.j.clark@postoffice.co.uk> **GRO**

Cc: Kendra Dickinson <kendra.dickinson@postoffice.co.uk> **GRO**; Angela James <angela.james@postoffice.co.uk> **GRO**; Andy Greening <andy.greening@postoffice.co.uk> **GRO**

Subject: Branch Balancing Simplification: NBSC Information

Alison,

As discussed yesterday, following on from the 2nd Balancing Simplification workshop next week we will then be moving forward to a go/no go decision meeting on 23rd January and I am keen to have as much information as possible to inform that decision. I would therefore like to get your view on the best way to get the following:

- A lower level understanding on NBSC – At the moment I have some call stats by call categorisation related to balancing, but this does not give me a very good understanding of what the calls are actually about and what the root cause is that is driving them. Equally, we do not have any solid information on average call lengths. Is it possible to sample some balancing calls
- NBSC Knowledge Base content – Is there any KB content that NBSC have on balancing, especially discrepancy diagnostics, that the branch would not have access to?

Regards

Shaun



Shaun Turner

Business Representative
Network Development Programme

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GRO