

# City of Boroondara – ATLAS: Assistance Tool for Live Agent Support (Employee Experience)

Council has appx 40 different business units and 600+ service types. Like many local government authorities, we faced the critical challenge of fragmented data systems and information gaps, which forced our customer service team to juggle multiple platforms to access information in their efforts to provide efficient and effective customer support.

This led to the problem statement: *How can we enable seamless access to essential information and streamline systems to empower our customer service employees, foster collaboration across the organisation, and ultimately enhance employee productivity and customer satisfaction?*

2023 staff survey showed an increase of 11% in the category “the information I need to do my job effectively is readily available”

2023 staff survey showed an increase of 8% in the category of “overall enablement”

ATLAS has been integrated into our induction process setting up new staff members for success

We have improved first resolution rates and avg handling times for customer enquiries by 7%

The ATLAS project transformed the employee experience by providing a user-friendly, searchable, and accessible centralised information hub. This includes:

- Knowledge Based Articles (KBAs)
- Templates for First Responses
- Registration and Case Subtype details
- Asset Lists
- Supporting training materials and manuals

By simplifying access to information, we have increased productivity, enhanced collaboration, and created a more empowered and engaged workforce.