Annex 10 : Current Contact Center high level description and statistics.

1. Contact Center Infrastructure.

The diagram below describes the current infrastructure for the NCC and the connectivity with the different entities.
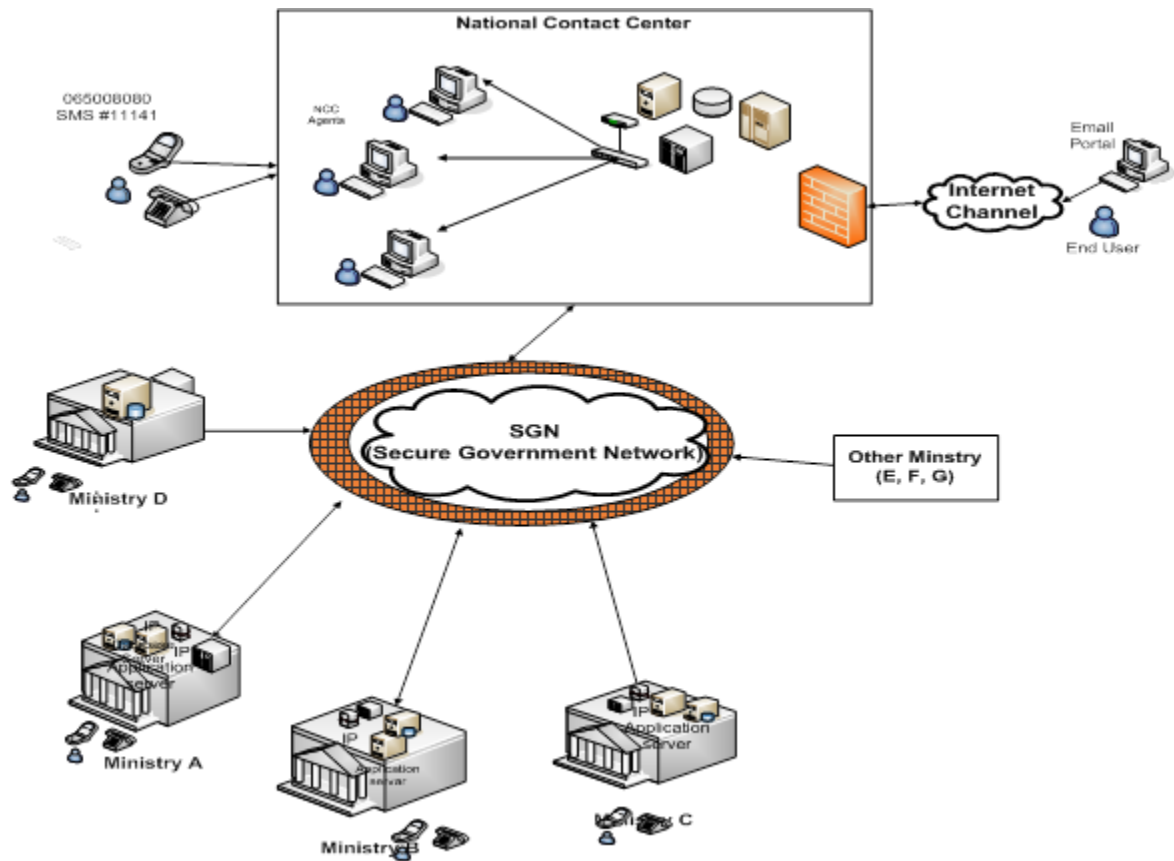

Diagram 1 : NCC infrastructure and connectivity.

2. Current entities, services, e-services and shared services.

This table contains the list of the current connected entities, number of services, shared services, number of e-services and the number and name of integrated e-services, in addition to the used support channels , the connectivity between the NCC and the entity and if the NCC have access to the entities applications and tools. In addition, there are some information's about used systems, links and applications for each entity.

Table 1

No	Entity Name	Number Of Services provided	Number Of E-Services provided	System And Ifrastructre Information	Required Support Channels	Entity's Status, Connected to SGN
1	Civil Status Bureau (CSB)	12	6	Knowledge base Ticketing System Entity Official web Site (www.csb.gov.jo) Entity internal web site (www.csb2.gov.jo) Entities data base for the use of NCC IVR services	Phone, Email and SMS	Yes
2	Ministry Of Industry And Trade (MIT)	21	6	Knowledge base Ticketing System Entity Official web Site (www.mit.gov.jo)	Phone, Email and SMS	Yes
3	Municipality Of Grater Amman (Amman City)	21	19	Knowledge base Ticketing System Entity Official web Site (www.ammancity.gov.jo) E-Fawatercom	Phone, Email and SMS	Yes
4	Customs Department	11	8	Knowledge base Ticketing System Entity Official web Site (www.customs.gov.jo)	Phone, Email and SMS	Yes

5	Amman Chamber Of Industry (ACI)	10	3	Knowledge base Ticketing System Entity Official web Site (www.ACI.org.jo)	Phone, Email and SMS	Yes
6	Civil Status And Passports Department (CSPD)	24	2	Knowledge base Ticketing System Entity Official web Site (www.cspd.gov.jo)	Phone, Email and SMS	Yes
7	Social Security Corporation (SSC)	44	3	Knowledge base Entity Official web Site (www.SSC.gov.jo) Entity Application E-Fawatercom	Phone, Email and SMS	Yes
8	Ministry Of Education(MOE)	32	4	Knowledge base Ticketing System Entity Official web Site (www.MOE.gov.jo)	Phone, Email and SMS	Yes
9	Ministry Of Higher Education (MOHE)	12	4	Knowledge base Ticketing System Entity Official web Site (www.MOHE.gov.jo) www,heac.org.jo www.dsamohe.gov.jo	Phone, Email and SMS	Yes
10	Amman Chamber Of Commerce(ACC)	21	5	Knowledge base Ticketing System Entity Official web Site(www.ammanchamber.org)	Phone, Email and SMS	Yes
11	Land Transpo	13	1	Knowledge base Ticketing System	Phone, Email and SMS	Yes

	rt Regulatory Commission (LTRC)			Entity Official web Site (www.ltrc.gov.jo)		
12	Ministry Of Justice(MOJ)	10	3	Knowledge base Ticketing System Entity Official web Site (www.moj.gov.jo) E-Fawatercom	Phone, Email and SMS	Yes
13	Jordan Institution for Standards and Metrology (JISM)	13	6	Knowledge base Ticketing System Entity Official web Site (www.jism.gov.jo)	Phone, Email and SMS	No
14	Department of Lands and Surveys(DLS)	19	5	Knowledge base Ticketing System Entity Official web Site (www.dls.gov.jo) Entity Application	Phone, Email and SMS	Yes
15	Jordan Tourism Board (JTB)	14	4	Knowledge base Ticketing System Entity Official web Site (www.visitjordan.com)	Phone, Email and SMS	No
16	Ministry of Tourism and Antiquities (MoTA)	16	0	Knowledge base Ticketing System Entity Official web Site (www.mota.gov.jo)	Phone, Email and SMS	Yes

17	Ministry of Foreign Affairs (MFA)	2	0	Knowledge base Ticketing System Entity Official web Site (www.mfa.gov.jo)	Phone, Email and SMS	Yes
18	Housing and Urban Development Corporation (HUDC)	18	2	Knowledge base Ticketing System Entity Official web Site (www.hudc.gov.jo)	Phone, Email and SMS	Yes
19	Royal Cultural Center (RCC)	2	2	Knowledge base Ticketing System Entity Official web Site (www.rcc.gov.jo)	Phone, Email and SMS	Yes
20	Public security Directorate (PSD)	20	0	Knowledge base Ticketing System Entity Official web Site (www.psd.gov.jo) amnuna.com	Phone, Email and SMS	Yes
21	Ministry of Municipal Affairs (MoMA)	20	3	Knowledge base Ticketing System Entity Official web Site (www.moma.gov.jo)	Phone, Email and SMS	Yes
22	Complaint Management Unit (CMU)	1	0	Ticketing System Entity Official web Site (www.cmu.gov.jo)	Phone	Yes
23	Ministry of Social Develop	34	0	Knowledge base Ticketing System Entity Official web Site	Phone, Email and SMS	Yes

	ment (MOSD)			(www.mosd.gov.jo)		
24	Ministry of Awqaf (AWQAF)	5	0	Knowledge base Ticketing System Entity Application	Phone, Email and SMS	Yes
25	Depart ment of National Library (DNL)	26	0	Knowledge base Ticketing System Entity Official web Site (www.nl.gov.jo)	Phone, Email and SMS	Yes
26	Indepen dent Election Commis sion (IEC)	1	0	Knowledge base Ticketing System Entity Official web Site (www.entikhabat.jo)	Phone, Email and SMS	Yes
27	Orphans Fund Develop ment Corpora tion (OFDC)	5	0	Knowledge base Ticketing System Entity Official web Site (www.ofdc.gov.jo)	Phone, Email and SMS	Yes
28	Ministry of Interior (MOI)	21	1	Knowledge base Ticketing System Entity Official web Site (www.moi.gov.jo) Entity Application	Phone, Email and SMS	Yes
29	Ministry of Envirom ent (MOEN V)	13	0	Knowledge base Ticketing System Entity Official web Site (www.moenv.gov.jo)	Phone, Email and SMS	Yes

30	Telecommunications Regulatory Authority (TRC)	1	0	Knowledge base Ticketing System	Phone, Email and SMS	Yes
31	Health Insurance Directorate (HID)	15	0	Knowledge base Ticketing System	Phone, Email and SMS	No
32	King Abdullah Fund (KAFD)	3	0	Knowledge base Ticketing System Entity Application	Phone, Email and SMS	No
33	Hajj Fund	2	0	Knowledge base Ticketing System Entity Official web Site (www.hajjfund.gov.jo)	Phone, Email and SMS	No
34	King Abdullah II Fund for Development (KAFD)	1	0	Knowledge base Ticketing System Entity Official web Site (www.kafd.jo)	Phone, Email and SMS	No
35	Jordan Food and Drug Administration (JFDA)	7	0	Knowledge base Ticketing System Entity Official web Site (www.jfda.jo)	Phone, Email and SMS	No
36	Jordan Enterpri	10	0	Knowledge base Ticketing System	Phone, Email and SMS	No

	se Development Corporation (JEDCO)			Entity Official web Site (www.jedco.gov.jo)		
37	Common Citation Document (CCD)	6	1	Knowledge base Ticketing System Entity Official web Site (www.ccd.gov.jo)	Phone, Email and SMS	No
38	Ministry of Finance (MOF)	3	1	Knowledge base Ticketing System Entity Official web Site (www.mof.gov.jo)	Phone, Email and SMS	Yes
39	Ministry of Health (MOH)	8	0	Knowledge base Ticketing System Entity Official web Site (www.moh.gov.jo)	Phone, Email and SMS	No
40	Ministry of Labour (MOL)	2	1	Knowledge base Ticketing System Entity Official web Site (www.mol.gov.jo)	Phone, Email and SMS	No
41	Shared Services	0	3	Knowledge base (NCC Mail, ASK,SMS)	Email	NA
		0	1	Knowledge base E-Gov Web Sites Issue	Phone and Email	NA

3. Integrated Services and Integration Method

This table contains the list of the integrated serviced which described in the previous table, and gives more details about the integration with the IVR, NCC applications or SMS gateway, in addition to the type of integration used per service.

Service	Integration Method
ASK Email	**Registration:** The requester fills his/her request on the portal. The portal will use the CrysTel Ticketing System API method to register a new ticket. Once the ticket created an autoreply email will be sent from ncc@nitc.gov.jo and SMS will be sent to the requester. Once the ticket closed by NCC-Content Specialist and an autoreply email and SMS will be sent to the requester.
	Request Inquiry: A new option to get the request status and the action taken from the portal. The requester will use the Refcode for his Inquiry. The portal will use the CrysTel Ticketing System API method to retrieve the status and action taken. The requester will receive SMS message with status.
NCC SMS	The requester sends his/her request by SMS to 94444 and type in the message 180<space>the request information in Arabic or in English language.
	The requester will receive auto reply SMS that E-GOV received his/her request and will reply accordingly.
	NCC SMS gateway converts the SMS to Email and send the request from nccsms@gateway.ngt.jo to cnccsms@gmail.com
	NCC-Content Specialist will reply to this email, and send this reply to nccsms@gateway.ngt.jo email.
	Nccsms@gateway.ngt.jo will convert this reply to SMS and send it to the requester.
NITC Email	The requester sends his/her request directly to ncc@nitc.gov.jo
	NCC-Content Specialist will review this email, and send the reply to the requester's email accordingly.

Service	Entity Integration Method
CSB Services	Accessing and calling certain stored procedures developed by the entities. - Enquiry for Competitive Ranking order
MoJ for NCR service	Accessing and calling certain Web services developed by the entities - NCRC "Certificate of Non-criminal Record"
MOGA services	o Enquiry for Vehicle Violation. · Accessing and calling a web service developed by the E-Gov and implemented on GSB o Enquiry of Vocational Licenses. · Accessing the entities' database directly through authenticated credentials provided by the entities. o Enquiry for Amman City Tenders. · Using FTP procedure to upload the entities data.

Service	Integration Method
Civil integration	CrysTel Ticketing Systems will check the civil information from GSB service (MoICT web API) based on National Number: (Nationality, First Name, Second Name, Third Name, Last Name and Birthdate).
	Create a profile for the requester after the validation
	Link the requester with ticket
	Apply all the CrysTel Ticketing System settings during the registration such as SMS, Email, Auto Assign …etc.

4. Key Performance Indicators

The table below describe current implemented KPI's , those KPI's are monitored and achieved regardless the number of available agents in the call center. The call center adapt their systems and human resources to provide those minimum KPI's .

Table 2

KPI	Acronym	Description	Formula	Measure-ment	Proposed Value
Customer Satisfaction	CS	Percentage of satisfied customers of all customers contacted the CC.	5-points Likert scale (from extremely satisfied to very dissatisfied)	Survey (Paper, call or IVR)	≥ 80
Service Level	SL	Percentage of inbound calls answered within specified seconds	Erlang-C Formula	ACD	80/40

KPI	Acronym	Description	Formula	Measure-ment	Proposed Value
First Contact Resolution	FCR	Percentage of contacts resolved from the first time	Contacts resolved from the first time divided by total number of contacts	-repeated calls / emails - to be logged by CSA after asking the customer - can be cross-checked through survey	≥ 75
Abandon Rate	AR	Percentage of inbound calls in which callers choose to hang up before being answered	Total number of abandoned calls / Total number of routed calls *Abandond calls ≤ 5 seconds not counted in total abandoned calls & total routed calls	ACD	$\leq 5\%$
Average Time before Abandoned		Average time that callers wait in queue before abandoning		ACD	≤ 30 seconds
Email Turnaround			Time elapsed between arriving email & response time to this email		8 business hours

5. Contact Volume.

The graph below shows the number of calls received and generate by the contact center since 2010 until 2017, which show the growth in the number of calls per year.

Graph 1

The below graph shows the distribution of the calls served by the agents and the calls served by the IVR without reaching the agent.

Graph 2

Calls per Years

■Year ■Agent Calls

Year	Agent Calls
2010	202,658
2011	231,364
2012	284,869
2013	262,466
2014	342,258
2015	341802
2016	423574
2017	446758

Chart Title

■ Year   ■ Agent Calls   ▨ IVR Calls
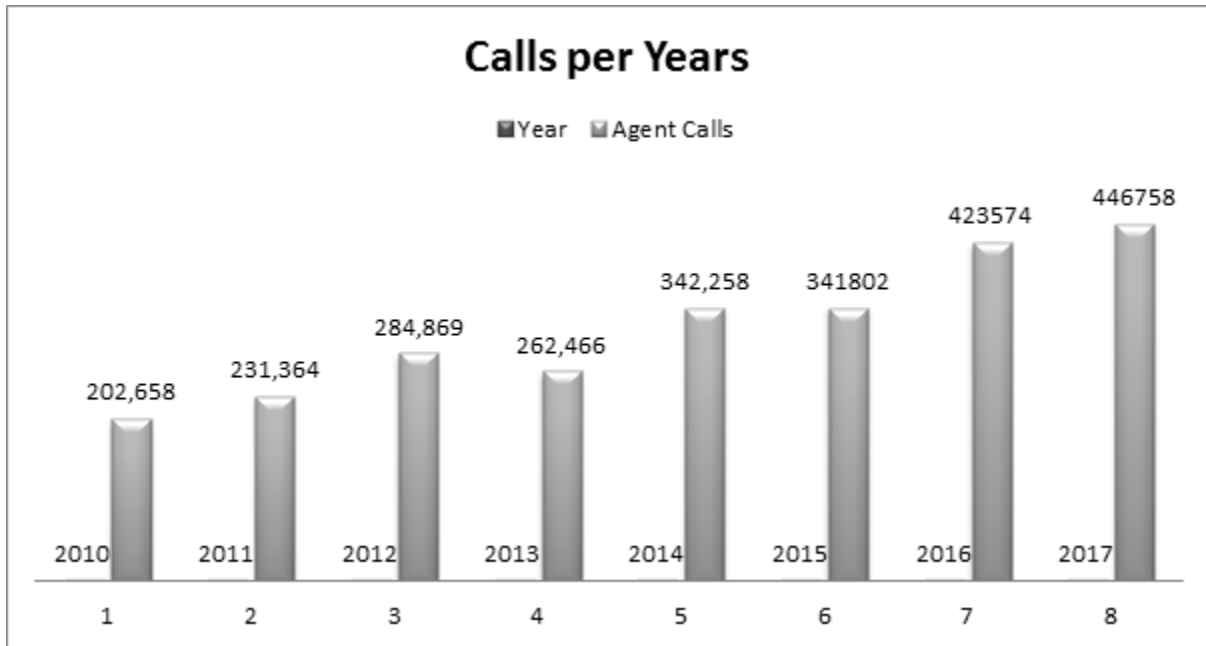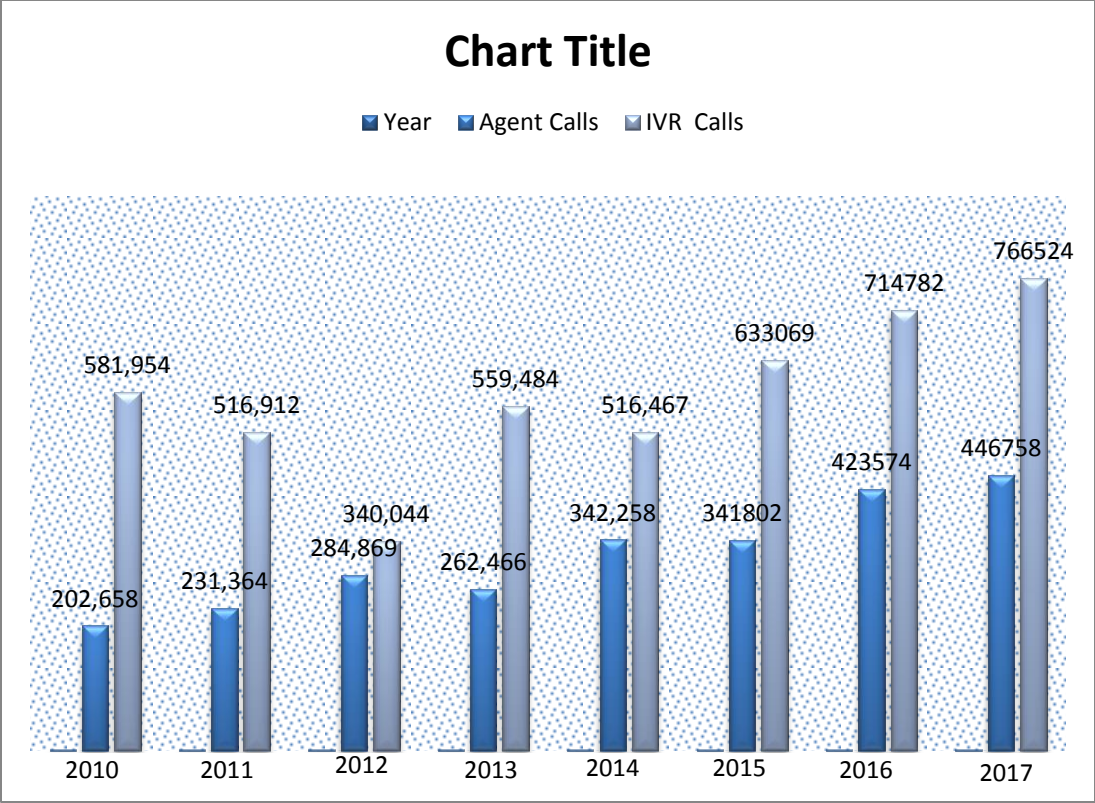
The table below contains different type of calls received or generated by the contact center since 2010 until 2017, which shows that the outbound calls volume start to be measurable in 2017, before that it was just few calls that was not even measured.

Table 2

Year	Agent Calls	IVR Calls	Outbound Calls	Total
2010	202,658	581,954		784,612
2011	231,364	516,912		748,276
2012	284,869	340,044		624,913
2013	262,466	559,484		821,950
2014	342,258	516,467		858,725
2015	341802	633069	3791	978662
2016	423574	714782	4211	1142567

2017	446758	766524	2722	1216004

6. Tickets

The graph below shows the different type of tickets managed by the NCC.

Graph 3
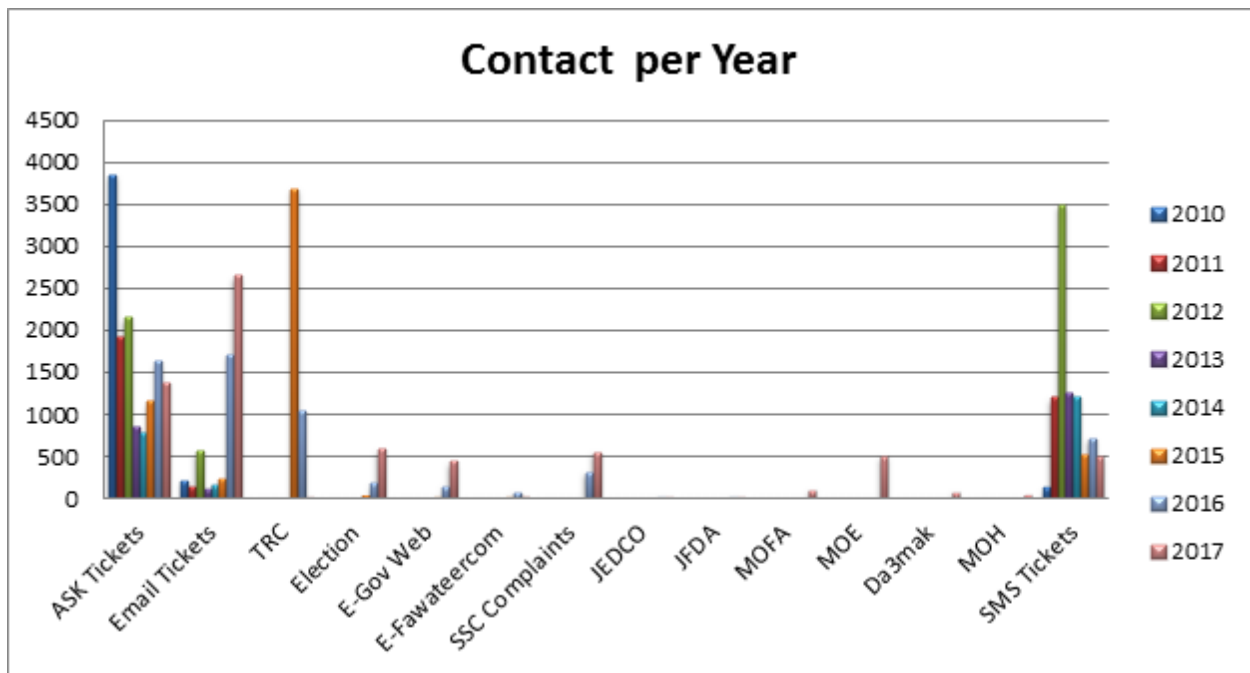
The table below shows the number of tickets managed by the NCC, and it shows that there are some type of tickets introduced in 2017 only.

Table 3

Year	ASK Tickets	Email Tickets	TRC	Election	E-Gov Web	E-Fawateerc	SSC Complaints	JEDCO	JFDA	MOFA	MOE	Da3mak	MOH	SMS Tickets	Total

					om									
2010	3851	222	0	0	0	0	0	0	0	0	0	0	0	130	4203
2011	1927	149	0	0	0	0	0	0	0	0	0	0	0	1199	3275
2012	2152	564	0	0	0	0	0	0	0	0	0	0	0	3498	6214
2013	863	119	0	0	0	0	0	0	0	0	0	0	0	1256	2238
2014	788	176	0	0	0	0	0	0	0	0	0	0	0	1205	2169
2015	1156	235	3683	38	5	3	0	0	0	0	0	0	0	521	5641
2016	1636	1720	1038	185	143	80	316	1	2	0	0	0	0	715	5836
2017	1385	2654	6	587	442	31	556	8	8	105	502	73	42	505	6904

7. Sample Data.

The table below shows an example of the number calls per type of services related to Amman Municipality for 2017.

Table 4

Sample Data (GAM 2017):

Type of service	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
driving tickets inquires	4847	3879	4847	6759	7202	4472	9886	7804	6548	10703	6892	6950
profession licenses inquires	126	90	126	39	14	5	13	15	21	32	32	157
building taxes inquires	118	79	118	56	29	19	32	32	27	47	68	995

general inquires	39	38	39	64	38	23	42	50	39	53	53	119
addresses and contacts inquires	23	33	23	41	30	19	42	26	29	21	25	30
Technical problems on the website	1	9	1	34	12	21	16	14	3	2	9	2
complains	3	4	3	4	7	6	3	2	4	9	16	24
Land inquires	2	0	0	0	1	0	0	0	0	0	0	2
RFP's inquiries	1	0	1	1	2	1	2	0	0	1	0	0
E-Fawaterkom	1	1	1	2	4	0	1	1	3	0	2	6
Food Festival	1	0	1	0	0	0	0	0	1	0	0	1
streets information's	2	0	2	0	2	0	0	0	0	1	1	0
Escalation	2	0	2	4	4	2	5	3	2	10	11	16
Festivals inquires	0	0	0	0	0	1	0	0	0	0	0	0
request status	0	0	0	0	0	1	0	0	0	0	0	2
Problem with smart phone applications	0	0	0	0	0	0	1	1	0	0	2	0
Problem in driving tickets	0	0	0	0	0	0	3	4	2	6	0	0
Problem with querying building taxes	0	0	0	0	0	0	6	6	1	0	1	0
Inquiry about electronic services	0	0	0	0	0	0	10	0	0	0	0	0
Contact with the department	0	0	0	0	0	0	0	1	1	0	0	1
A problem in renewing the profession license	0	0	0	0	0	0	0	0	1	1	1	0
Follow up	0	0	0	0	0	0	0	0	0	8	0	0
Suggestions	0	0	0	0	0	0	0	0	0	1	2	1
Problem in querying the building taxes	0	0	0	0	0	0	0	0	0	0	1	0

End.