

## CS.2 - Customer Service Centre Opening Hours

### **Customer Telephone Calls**

A central Lo-call number 1850 836 611 is provided to offer customers a National Bus Éireann Helpline from 08:30 to 18:00 Monday to Sunday excl. 25 December. This service is outsourced.  
Service was provided in accordance with contract in Q.3, 2017.

### **Customer Care**

Dedicated Customer Care team in place Monday to Friday to answer emails/social media queries.

Out-of-hours social media cover is out-sourced. Social media cover therefore available 24/7.

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**CS.4 - Customer Complaints Substantive Response Times**

**5 Days**

Case Origin	Period 7	Period 8	Period 9
Email	60	50	71
Phone	26	12	25
Web Form	224	167	183
Letter	3	0	3
Comment Card	3	4	1
Facebook	5	3	10
Twitter	18	9	13
<b>Total No. Substantive Responses Issued within 5 days of receipt</b>	<b>339</b>	<b>245</b>	<b>306</b>

<b>Total No. Complaints Received in Period</b>	<b>577</b>	<b>543</b>	<b>641</b>
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<b>Substantive Response Rate (within 5 days of receipt of complaint)</b>	<b>59%</b>	<b>45%</b>	<b>48%</b>
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Q.3, 2017 - 1,761 complaints received, 890 substantive responses issued within 5 days of receipt - average response rate 50%

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### CS.3 - Customer Complaints Acknowledgement response times

#### Letters

Letters received are input as cases to Salesforce and acknowledged by letter/email with reference number.

#### Emails/Web form

Emails to [customer@buseireann.ie](mailto:customer@buseireann.ie)/[info@buseireann.ie](mailto:info@buseireann.ie)/[beonline@buseireann.ie](mailto:beonline@buseireann.ie) are re-directed automatically into the Salesforce Customer Communications System and generate cases. Comments/complaints/queries submitted via the online 'contact us' form on [www.buseireann.ie](http://www.buseireann.ie) are also directed automatically into Salesforce and generate cases. An automated email acknowledgement is sent to the customer immediately the case is generated in Salesforce.

#### Bus Éireann Social Media

Responses are sent to customer comments/queries by Customer Care team **09:00 to 17:00 Monday to Friday**.

An out-sourced agency provides responses outside those hours, ensuring customers have service 24/7.

Customer complaints are not dealt with on social media. Customer is sent link to web-form that in turn, feeds into the Salesforce Customer Communications System.

When the customer uses the link supplied to access the web form, the case thus generated in Salesforce captures the origin of the complaint differentiating between Facebook and Twitter.

**There is no automated feature on either Facebook or twitter to record response times. Since P.3, 2017 Customer Care team members record response times on shared Excel folders.**

Average Response times to social media comments/queries during Q3, 2017.

	<u>Mins.</u>
Facebook	14
Twitter	10

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**CS.4 - Customer Complaints Substantive Response Times**

**15 Days**

<b>Case Origin</b>	<b>Period 7</b>	<b>Period 8</b>	<b>Period 9</b>
Email	87	72	94
Phone	31	24	34
Web Form	308	278	276
Letter	3	0	3
Comment Card	3	4	1
Facebook	7	8	12
Twitter	25	24	19
<b>Total No. Substantive Responses Issued within 15 days of receipt</b>	<b>464</b>	<b>410</b>	<b>439</b>
<b>Total No. Complaints Received in Period</b>	<b>577</b>	<b>543</b>	<b>641</b>
<b>Substantive Response Rate (within 15 days of receipt of complaint)</b>	<b>56%</b>	<b>76%</b>	<b>84%</b>

Q.3, 2017 - 1,761 complaints received, 1,313 substantive responses issued within 15 days of receipt - average response rate 75%

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### Complaint Reporting - 3, 2017

Bus Éireann received the following complaints during Quarter 3, 2017

Type of Service	Case Issue	Q3, 2017			Grand Total
		Period 7	Period 8	Period 9	
<b>Bus Éireann City Services</b>					
	Antisocial Behaviour	0	1	0	1
	Apps	2	2	0	4
	Boarding and on Board	3	4	8	15
	Customer Service	0	0	1	1
	Environmental	0	0	1	1
	Bus station, stop/shelter issues	8	1	6	15
	Fares & Ticketing	10	4	4	18
	Information Provision	1	0	1	2
	Negative Interaction	15	16	15	46
	Service Experience	85	79	141	305
	Staff Issues	14	20	20	54
	Timetable/service changes	2	0	1	3
	Website	0	1	0	1
	<b>Subtotal</b>	140	128	198	466
<b>Bus Éireann Local Services</b>					
	Apps	0	0	0	0
	Antisocial Behaviour	0	1	0	1
	Boarding and on Board	10	11	12	33
	Bus station, stop/shelter issues	7	10	4	21
	Customer Service	1	2	3	6
	Fares & Ticketing	15	27	24	66
	Information Provision	1	2	2	5
	Negative Interaction	51	31	39	121
	Service Experience	296	262	285	843
	Staff Issues	50	59	61	170
	Timetable/service changes	3	4	10	17
	Website	3	6	3	12
	<b>Subtotal</b>	437	415	443	1295
<b>Grand Total</b>		577	543	641	1,761

CS.5 - Customer Service Centre Automated Answer

**Customer Service Automated Answer - Holding Message**

As part of the contract with supplier, the out-sourced telephony system is programmed to ensure the Bus Éireann holding message is generated as follows -  
Initial IVR message (immediate response) *"Thank you for calling Bus Éireann, please be aware all calls are recorded for training and quality purposes"*

**After 15 seconds on hold** the following message is heard *"Thank you for calling Bus Éireann customer service, all representatives are busy at present, please hold and you will be connected shortly."*  
This message is **repeated after 5 seconds on hold**.

The **out of hours message** is *"Thank you for calling the national Bus Éireann customer care helpline. This line is currently closed. Our opening hours are 8.30 a.m. to 6.00 p.m. Monday to Sunday."*

**Our supplier confirmed there are no reports generated on the actual response time for this automated process.**

**Reports are generated in the event of systems failure. No systems failure occurred in Q.3, 2017.**

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**Q.3, 2017 - Customer Charter Audit**

<b>Performance obligation</b>	<b>Reporting Arrangement</b>	<b>Compliance test</b>	<b>Quarterly</b>	<b>YTD Result</b>	<b>Performance Related Payment</b>
<b>Bus Destination Scrolls</b> BÉ aim to have the route numbers and destinations for buses in normal service correctly displayed on at least 98% of buses.	Quarterly	Minimum of 98%	96.8%	97.2%	
<b>Customer Telephone Information</b> Will be available 08:30-17:30 Monday to Saturday (excluding PH's), and at least 85% of calls will be answered within 60 seconds.	Quarterly	Minimum of 85% of calls answered within 60 seconds	94.1%	94.0%	
<b>24 Hour Service Information</b> BÉ will make a comprehensive range of up to date information available by website subject to routine maintenance downtime and service provider availability.	Quarterly	Confirmation of availability	100.0%	100.0%	