



Date of consultation: 15th May 2017

Consultation Title: Using Plus Dane Voices to test the new automated telephone option system to support the developmental changes needed.

Number of tenants/customers involved in consultation: 6

Method of Consultation: Real-time testing using telephone system.

1. Overview of tenant/customer feedback from consultation:

- A useful exercise, gained some feedback, and lessons learnt
- From 27 sign-ups, 6 people tested and fed back their views. Some tenants included more information than we had asked for and others did not complete the tables fully. Those that did complete it correctly had similar findings to the staff testing.
- Possible people found it difficult to access the form on their phone and therefore may not have completed it. Maybe should have been explicit that this needed to be done on a laptop or desktop.
- Suggested that it may have been more suitable to run this in a “forum” setting rather than PDV reps working individually with just the instructions and form to complete.
- Some tenants said that they didn’t have a tenancy reference number, even though this was explained in the email and they were advised to contact us if they didn’t have a tenancy reference.
- Delay in testing could have resulted in drop-outs

2. Key recommendations from consultation:

- The tone of the voice was robotic, some wording was not clear
- Some terminology was not customer friendly, for example Income?
- Simple and easy to order a rent card
- System didn’t pick up appointment details – this was also picked up in user acceptance testing and has been fixed
- 6 weeks is too long to wait for a rent card – this has been addressed and is now 2 weeks

3. What will Plus Dane do as a result of this consultation:

- Where possible the automated voice has been rerecorded using the current voice of Plus Dane.
- The word ‘Income’ will be replaced with ‘Rent’
- Repair Appointments need further investigation as a result of the customer feedback
- Message advising on wait time for ordering a rent card has been changed to 2 weeks and an improved internal process has been agreed.
- Lessons Learnt
- Individual testing may have been problematic as tenants weren’t able to complete the form as we had hoped, therefore a forum setting may have been more appropriate rather than home testing.
- Having pass/fail on the sheet was not helpful- it would have been more appropriate to ask tenants to just describe what happened and rate their experience
- Try to set realistic expectations , for example understanding that some things may not work and that is why it is being tested
- Understand user error better