

Customer Services

Lee Gibbon & Alexander Stainsby
Customer Contact Centre Team Managers





Agenda

Overview of Customer Services across our Customer Contact Centres

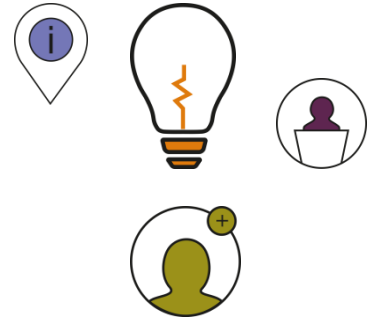
Pathfinder – Getting it right first time

Have you interacted with us through social media?

Social Media

SARA

Any questions



Customer Services





Customer Contact Centre

3 internal contact centres based in Darlington, Llandudno and Glasgow

2 Outsource Partners: Teleperformance and HGS

Our Customer Service team ranges from 425 advisors to 1200 at peak

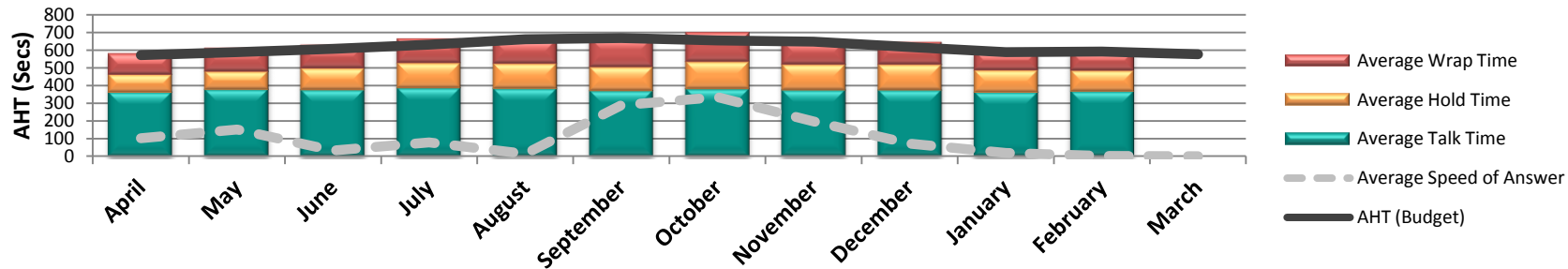
We have answered over 3.1 million calls in 17/18 to date

Peak period – August & September

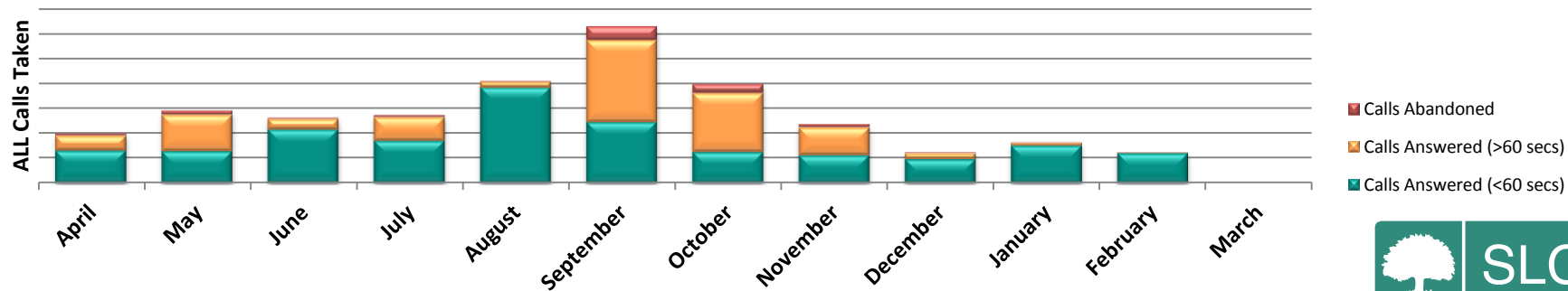


Call Details

Average Handle Time - Monthly Trend

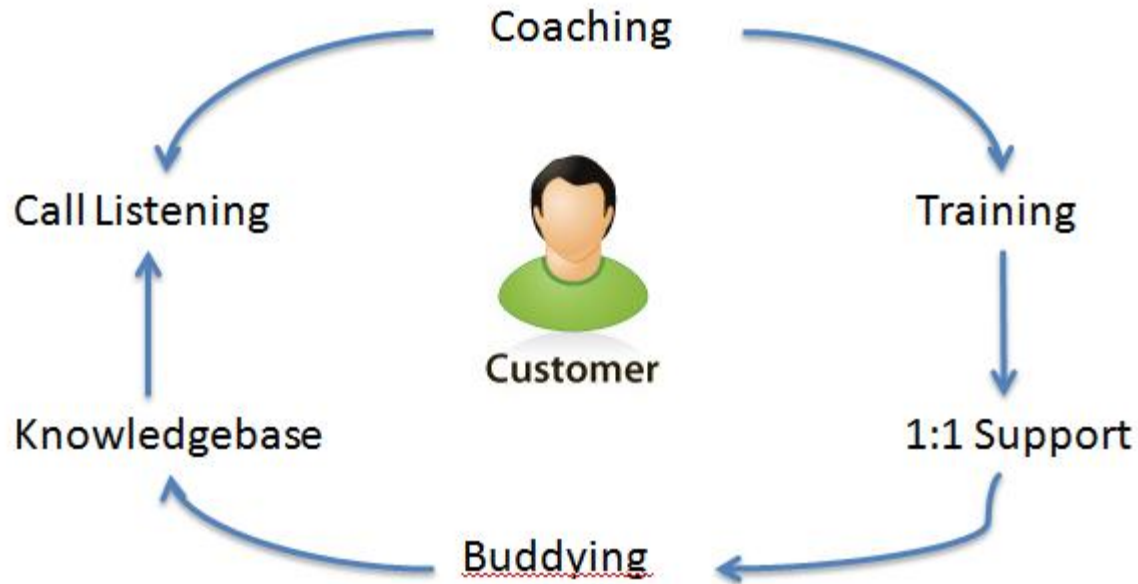


Call Profile - Monthly Trend



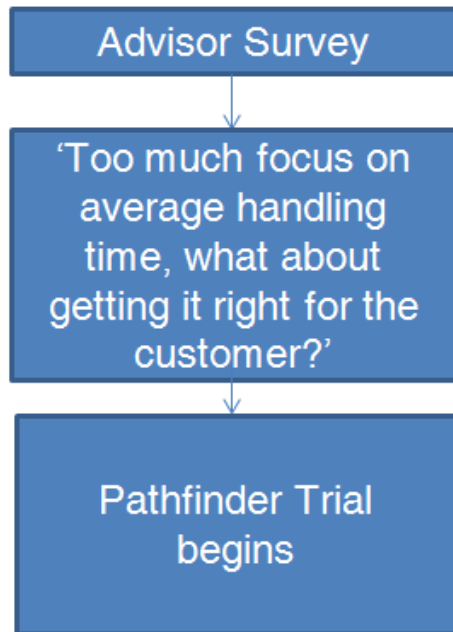


How do we ensure the correct advice is given?





Pathfinder – Getting it right the first time



- Increase in QA
- No incorrect advice given over the last 6 months
- A boost in contact centre morale



Customer Profile

125,826 Applicants in 2016/17...

Average Loan Amount Requested



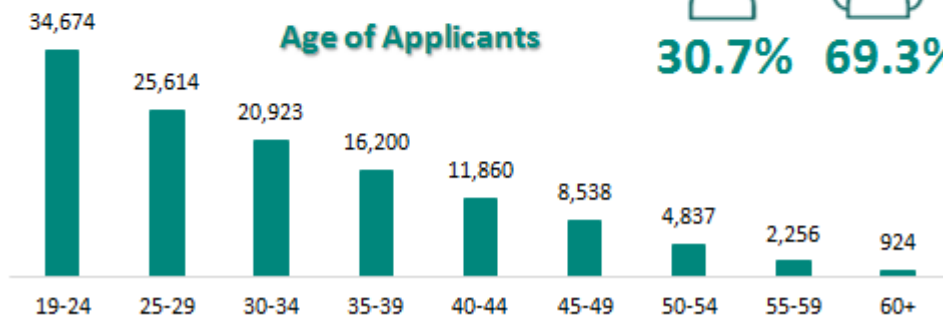
£2,924

Male vs Female Applicants



30.7% 69.3%

Age of Applicants





Social Media

Messages Student Finance England

Student Finance England

9:53am

Hi Louise, as your son lives with yourself and your partner it would be the income of your partner that we would take in to account when assessing his entitlement. Thanks - Chris.

Student Finance England

9:52am

Hi Michaela, are you in the process of obtaining the required ID documentation? Thanks Mark

Student Finance England

9:51am

We're always looking to improve our service. If you have a quick second, could you take this short survey to give us your feedback? <http://ow.ly/kdyL30h2Wkk>

Student Finance England

9:51am

We're always looking to improve our service. If you have a quick second, could you take this short survey to give us your feedback? <http://ow.ly/kdyL30h2Wkk>

Student Finance England

9:50am

Hi Federico,

You can find your CRN on any recent correspondence we may have sent you. Alternatively you can try to get it by logging into your online account.

If you can't remember your login details for getting onto your online account you can access this from the link - <http://ow.ly/JHq30i58j7> and select the 'forgotten your password' option.

Thanks. Laura

Messages (Inbox) SF_England

COLLETTE REHMAN @Collette1Rehman

8 mins ago

Can someone please please help

NEW QUERY!

Assigned to Grant Laing by Grant Laing

just now • View Assignment History

MaisonGoyard @kudacashy

10 mins ago

It was with the money team from my university

NEW QUERY!

Assigned to Grant Laing by Grant Laing

just now • View Assignment History

MaisonGoyard @kudacashy

10 mins ago

and the conversation on the telephone was not with me

NEW QUERY!

Assigned to Grant Laing by Grant Laing

just now • View Assignment History

MaisonGoyard @kudacashy

11 mins ago

So what do I do now?

NEW QUERY!

Messages (Outbox) SF_England

Shadie @shadiebrfc_

9 mins ago

Thanks!

Payment wasn't made yesterday as your college hasn't confirmed your registration on the course yet.

If you can speak to them and get them...

Read More

Ahmed Abdalbagie @ahmedbagie2017

15 mins ago

Hi Ahmen, if you're referring to university or college bursaries, please contact them directly for further information. Kind regards - Ryan

Amina @AminaS_

19 mins ago

Hi Amina,

We are certainly able to fund distance learning courses, do you have any specific questions or examples you would like us to look...

Read More

Shadie @shadiebrfc_

21 mins ago


Thanks! Can I have characters 1 & 4 from your secret answer?

- Grant

- Direct Messaging

- Two dedicated social media teams

- Making our service more flexible



SLC

Student Loans Company



SARA – Semi-Automated Referral Assistant



Semi-Automated Referral Assistant (S.A.R.A.)

SLC Student Loans Company

Pre-Assessment Items with * are required fields.

Your Name*
Your Department*
Customer Name*
CRN*
Query Type* Advanced Learner Loan
Sub Query* ALL Online Declarations
Batch ID
Case ID
A/Y*
LA Portal*
Additional Information*

Attach Image/File Browse

☐ I want a email confirming when referral has been completed or rejected

New Referral Get Customer Information Submit New Referral

Lee Gibbon

Customer Contact Centre Team Manager

✉ lee_gibbon@slc.co.uk

Alexander Stainsby

Customer Contact Centre Team Manager

✉ alexander_stainsby@slc.co.uk



Student Loans Company

