

Big 4 Australian Bank - 105 resources for a Customer Call Centre

The Task

- The Bank’s Direct Channels division wanted to significantly reduce inbound customer call wait times across their Australian markets.
- To achieve this outcome would require the rapid implementation of a large-scale call handling team to work a 7 days/weekly shift pattern.

Our Solution



Momenta were requested to supply an initial team of x 55 (growing to x 105) Customer Care Specialists for 6-months contracts across multiple markets to ensure customer on-hold times were reduced to target levels.



All potential candidates were required to have prior experience in Customer contact shift work and Bank/financial services.



Additional complexity was added by the requirement for the intake of all resources on the same day, in multiple locations and states – NSW, Victoria and Tasmania.

Client Outcome



Momenta was able to secure the entire team of experienced Customer Care Specialists, and commenced on a single date.



The Bank was so impressed by the quality of candidates and service received that a second intake of an additional x 50 resources was also requested to commence shortly afterwards – taking the entire project team to x 105 resources



The Project ran successfully for 6 months to achieve the targeted objectives.

At completion, due to the success of the program, and the extent to which the Bank’s management had been impressed by the delivery of the contingent team, a substantial proportion of the contingent workforce were converted to permanent roles within the Bank.

Successful customer engagement of the project meant that it doubled in size to 105 resources

7 days/week, shift pattern Contact centre project

Majority of resources converted to Permanent at completion of project