

# Big 4 Australian Bank 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 do so required a rapid implementation of a large-scale call handling team to work a 7 days/week shift pattern.

## The solution

Momenta were requested to supply a team of x55 Customer Care Specialists for 6-months contracts across multiple markets to ensure the Bank's customer on-hold times were reduced to target levels. All potential candidates were required to have prior experience in shift work as well as prior financial services experience.

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. All resources were able to WFH for the length of the contract, easing the office requirement pressure on the Bank.

## The outcome

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

The Bank was impressed by the quality of candidates and service received, to the extent that a second intake of an additional x50 resources was also requested to commence shortly afterwards – taking the entire project team to x105 people.

The Program ran successfully for 6 months to achieve the targeted objectives, and 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.

- 35 Resources supplied in line with client plans
- Over 90% quality standards maintained