

QF Telesales Workload Committee Meets with Management

Qantas EBA 9 established a Telesales Workload Committee which has now met with management twice this year.

The first meeting was held on 14th February 2012 and the second meeting more recently on 24th July 2012.

What have we discussed

Back in February 2012 we discussed our recent workload survey which was across completed by over 200 staff in Qantas Telesales in both Australia and New Zealand. Staff from all centres participated.

The survey revealed significant workload issues – here is a snapshot of some of the results:

- 70.3% felt their work had increased in complexity
- 81.2% said there were issues with systems
- 82.6% said that targets had not been updated to reflect the change in workload.
- 78.7% of staff say they find their work mentally demanding

The survey results showed significant health and safety issues, lack of access to leave, poor consultation and communication about changes.

This survey and your continued feedback have formed the basis of our discussion with the company on workload and how to improve a range of issues affecting workload.

The issues on the table at both meetings have included:

- Real time adherence
- After call work
- KPIs
- Rostering
- Access to long service leave and annual leave
- New phone system – CISCO
- Fault reporting
- SPIN stats
- Average handling time
- 100 sec ACW
- Idle time

Where are we at?

The company says they are currently looking at the benchmark for how long it takes to resolve issues and how long callers wait on line. We continue to raise with them the need to ensure that KPI's are relevant to the workload and complexity of work. We also believe 2% idle time is not enough and increases pressure on TSC's

We have asked the company to come to the next meeting with more information and specifics on AHT, idle time and average speed of answer statistics.

We know that many staff make suggestions to the company about how work flow and load can be improved, at our first meeting we asked for the statistics on the SPIN program, these were promised but as yet we don't have them, but they were promised again at our last meeting.

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Does Pancho know more about CISCO than Qantas? *

Our meeting on the 24th July focussed mainly on a discussion about the new CISCO phone system that is being introduced. The timetable has blown out and it does not look like being implemented until Feb 2013 at the earliest.

We discussed the system which can record calls and also take screenshots from computers. Qantas says at present all they want to use the system for is analysing what customers are talking about on calls by analysing a written version of the taped calls and searching for key words like: Jetstar, Virgin, online check-in etc.

They say they are not proposing to use the recordings for evaluating TSC's. Management says that the new CISCO system can be used for quality management and training but at present they have not made any plans to use the system for this despite purchasing the extra functionality needed for quality management and training.

Your ASU delegates find it hard to believe that Qantas would buy an expensive system and not have plans of when and how they might use all its capabilities.

Just using it for analytics seems unusual to us. We are not sure if Qantas really has no plans or there are plans they are not talking about.

The CISCO system is going into 12 Qantas business units across Qantas. Telesales tells us it is going to Auckland first for testing and training will start in December 2012.

We have organised another meeting with Qantas on 17 October 2012 to get more updates on the new system and to again discuss our workload issues – hopefully this time with some REAL statistics from the company.

What's next?

If you have workload issues or suggestion contact your local ASU delegate or organisers prior to the next meeting with the company.

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* Note – the CISCO Kid is a fictional character in Westerns featuring in numerous cartoon and movies. His best known sidekick was named PANCHO.



Pancho on the left – CISCO on the right