

28 February 2017

Steve Hall
fyi-request-5290-95d7b263@requests.fyi.org.nz

Dear Mr Hall

Local Government Official Information and Meetings Act 1987

CAS-370855-G2Q4R6

Thank you for contacting Auckland Transport on 27 January 2017 requesting information regarding our inbound call centre telephone recordings.

Inbound calls to our public transport (09 366 6400), AT HOP (09 366 4667) and AT Retailer (09 448 8900) lines are managed by the Auckland Transport Contact Centre; Inbound calls to our General Line (09 355 3553) are managed by our AT Specialist team at the Auckland Council Contact Centre.

1 Could you please tell me which calls to your inbound call centre are recorded? All incoming calls that are answered by the Contact Centre CSRs.	
Auckland Transport response	All calls received on the following phone lines are recorded (i.e. 100% call recording): <ul style="list-style-type: none"> • AT Metro Ph. 09 3666400 • AT HOP Ph. 09 3664467 • AT Retailer Ph.09 4488900 <p>A message is played at beginning of the call advising customers our calls are recorded for training and coaching purposes.</p>
Auckland Council response	All incoming calls that are answered by the Contact Centre CSRs i.e 100% call recording.

2 How long are these retained for?	
Auckland Transport response	The recording is retained for a period of 6 months.
Auckland Council response	5 Years

3 What notes are put and is there any method of retrieving calls based on Vehicle Registration (are notes made against calls), Caller Phone Number, or any other criteria to retrieve a call for evidence in court.	
Auckland Transport response	<p>Detailed notes are not raised against each call, only a high level wrap code to determine the nature of the enquiry. Any requests/ feedback raised is recorded in another system (Microsoft Dynamics CRM), against a Customer Contact record. Calls can be searched in our telephony system however using a variety of different parameters including the phone number used to contact the Call Centre, date and time of interaction and wrap code.</p> <p>However, we cannot search using vehicle registration (such enquiries, including Parking are taken by our AT Specialist team at Auckland Council on Ph. 09 3553553).</p>
Auckland Council response	<p>Channels to retrieve calls can only be done via the caller's phone number, on the proviso it is not private and by the date and time. AC cannot retrieve/identify calls based on vehicle registration. If there are alternate channels for retrieving calls, we have not yet been advised by Genesys Solutions via Vodafone.</p> <p>From a records standpoint, all requests from customers that require a service or action (Request For Service or Request For Information), will be recorded via the AT CRM system.</p>

You can make an official request for information with Auckland Transport for a transcript of the call recording.

We trust the above information has addressed the matters raised however, should you believe that we have not responded appropriately to your request, you have the right in accordance with section 27(3) of the LGOIMA to make a complaint to the Office of the Ombudsman to seek an investigation and review in regard to this matter.

If you have any further queries, please contact me on (09) 355 3553 during business hours, quoting Local Government Official Information request number CAS-370855-G2Q4R6.

Yours sincerely

Jo Naylor
Customer Liaison Team Leader