

The background of the slide is composed of several overlapping geometric shapes in various shades of blue. A large dark blue triangle points downwards from the top left. Another dark blue shape is in the top right. Below these, there are lighter blue and medium blue shapes that create a layered, abstract effect.

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Customer Contact Centers Customer & Corporate Services

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Director

Overview...

Customer Contact Centres is made up of two distinct customer service channels; the Corporate 311 Contact Centre and three in-person Customer Service Centres.

- One location is dedicated to the Corporate Customer Contact Centre (311).
- Two other locations are designated as full service in-person Customer Service Centres.
- One location provides reduced in-person services and is managed by Recreation.

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Customer Contact Center...

Customer Contact Centres provide customers with easy access to information on municipal services by phone, in-person, or on-line.

- 311 is the single point of contact for customer inquiries regarding Halifax Municipal information and services.
- The Customer Contact Centre is currently open 7 days a week:
 - Monday to Friday 8am-8pm
 - Saturday and Sunday 9am-5:30pm
- 311 is currently only closed two days of the year; December 25th and January 1st.
- After-hour “Urgent” calls are directed to our After-hours outsourced answering service partner

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Customer Contact Center...

- Through a partnership with a language services vendor, the centre is able to support customer inquiries in over 150 languages.
- November 25, 2020 - Telephony Email was implemented to enable 311 Agents to deliver services more effectively to meet the diverse needs and expectations of customers, including accessibility enhancements
- TTY capability currently exists (902-490-6645) however we are researching the future addition of Canada Video Relay Service and or Chat to further enhance accessibility service

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Customer Service Centres...

- The two full service and one satellite centre are located at:
 1. Alderney Gate, 40 Alderney Drive, Dartmouth
 2. Bayer's Road, 7071 Bayer's Road, Halifax
 3. Satellite office:
Musquodoboit Harbour, Hwy 107 & East Petpeswick Rd
- Customer Service Centres are open Monday - Friday
8:30 am - 4:30 pm.
- All centres accommodate accessibility needs.

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