

BETTER COMMUNICATIONS. BOLSTER TRUST AND COLLABORATION

The Consumer Affairs hotline at the Victoria Department of Justice receives more than 500,000 public calls annually. To improve public engagement in the face of increasing call volumes, wireless Jabra GN9120 headsets were deployed, to give contact center agents enhanced mobility and the ability to take calls calmly even in tense situations.

Formed in 1991, the Victoria Department of Justice offers the public counseling support to crime victims, mediation advice, and emergency planning and communications. It engages and supports the public to provide a “safe and just” community for all. Employing 21,000 people in 150 locations and supported by 90,000 volunteers, the Department delivers crucial functions such as administering civil and criminal justice, ensuring public safety, and protecting consumers from misleading business practices.

18 public-facing and 6 internal contact centers support the public and internal users. Richard Lang, Telecommunications Manager, Victoria Department of Justice says, “We receive as much as 500,000 calls annually from the Consumer Affairs Department alone, making us the 2nd largest contact center in terms of call volume for the Victoria Government.”

To improve its public engagement, the Victoria Department of Justice relies on its public-facing staff both in its contact centers and offices to give genuine, well-informed advice to victims and concerned citizens. Lang adds, “While providing advice and supporting the public, our 320 contact center agents must engage and thoroughly assist our callers – and not just churn the call to get call volumes or meet restrictive SLA’s.” Thus having quality contact center equipment is essential to support its staff.

OUTSTANDING SUPPORT

To achieve its goal of being a modern, accessible public agency, the Victoria Department of Justice decided to deploy about 1,000 Jabra GN9120 headsets for its frontline contact center staff as well as internal users, such as executives, administrative staff, and judges.

COMPANY

Customer:	Victoria Department of Justice
Web Site:	www.justice.vic.gov.au
Customer Size:	21,000 employees and 90,000 volunteers
Country:	Australia
Industry:	Public Sector

PROFILE

The Victoria Department of Justice employs staff across 150 sites and has 24 contact centers to support consumers and internal users, counsel victims, uphold justice and improve community safety.

BUSINESS CHALLENGE

While providing advice and supporting the public, quality contact center equipment is essential

JABRA SOLUTION

JABRA GN9120	
# of Units:	1000

BUSINESS BENEFITS

- Better public engagement
- Enhanced productivity
- Improved support
- Better ROI

“We have encountered minimal issues after the installation because of the enhanced reliability.”

Richard Lang, Telecommunications Manager
Victoria Department of Justice

Implemented over a phased 24-month period, the roll-out performed by value added reseller MIS Communications – included support to contact centers of the “Consumer Affairs Victoria”, “Victim Support Agency”, and “Victoria Civil and Administrative Tribunal” departments.

On the implementation, Lang says, “The support received from MIS Communications was outstanding. We now trust them to provide accurate and honest advice regardless of whether we are deploying 1 or 40 headsets.”

JABRA GN9120 IS ESSENTIAL

With better public communications enabled by the Jabra GN9120 headsets, the Victoria Department of Justice has improved its support services – further enhancing the trust that the public places in it. Lang says, “The Jabra GN9120 headset is essential for our public-facing staff, as they answer questions and calm distressed callers.”

BETTER PUBLIC ENGAGEMENT

With its improved communications capabilities, the Victoria Department of Justice is assured of performing crucial communications superbly while improving its public support. For example, staff can take difficult calls calmly by moving to isolated locations for more privacy. Lang says: “By allowing contact center agents to go to quieter rooms, the wireless headsets help ensure maximum focus on the callers during stressful calls.”

ENHANCED PRODUCTIVITY

Internal users can now collaborate on projects more efficiently with hands-free communications. Additionally, the comfort and clearer voice deliveries let staff engage with the public more efficiently. Lang adds, “For our staff, comfort is very important as it allows them to talk to the public without straining to understand a caller’s situation.”

IMPROVED SUPPORT

Reseller MIS Communications, which provided expert advice during the design, procurement and implementation phases continues to deliver support to the Victoria Department of Justice. Lang is impressed with their support and says, “MIS Communications provide comprehensive product knowledge, while being patient with our staff, and working diligently to resolve any issues that we escalate.”

BETTER ROI

Lang says: “We have encountered minimal issues after the installation because of the enhanced reliability.” With low hardware failure rates and better support, the Victoria Department of Justice can expect to get more value and trouble-free usage from the Jabra headsets. This improves its return on investment, allowing it to reap long-term savings.

MORE INFORMATION

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