



# Answer Path

Give the right answer

## New Zealand Transport Agency

*“Answer Path is used by our Contact Centre Staff as a questionnaire/decision tree while attending customer phone calls. This software program is very easy to use; and has improved the compliance within large groups of people [in the organisation].”*

- Scott Andrew, Transport Registry Centre,

NZTA is a New Zealand Government agency that deals with most aspects of land transport in the country.

The Contact Center is 180 seat response center focusing on Driver Registration, Motor Registration and Tolling. Call volumes are around 35,000 per day and there is real pressure on agents – or customer support representatives – to get the facts right.

Scott Andrew – Knowledge Base Administrator for the Transport Registry Center that houses the call center – knows staff are required to “follow legislation to the letter.”

This need for compliance creates a significant training and support issue for new and existing staff. Traditionally staff had large folders of paper based information that needed constant updating. Large size flow charts and “if/then” decision trees littered every desk and were difficult to find when on a call. Updating the information when legislation or conditions changed was a major logistical challenge.

Now with Answer Path the center does not need or allow a single paper based piece of information to be referred to when answering customer enquiries. All information and knowledge is stored in a Knowledge Base but agents are trained to use scripts developed in Answer Path to answer the most frequently asked questions.



## ***Strong Compliance***

“We have around 60 different scripts that can be referred to from a directory of Frequently Asked Questions” says Scott, who has developed many of the scripts. “The CSRs (agents) work their way through the scripts with the customer on the phone and arrive at the correct answer with them.”

Compliance is high, very high. And training issues have been simplified since the use of Mapit began.

## ***Simplified Training***

“Staff are taught how to use the scripts right from the second day of their training.”

Scott continues “While it is important that staff understand the basics of why NZTA does something they are not required to know everything down to the letter. They search for the right script (there are 63 currently) based on the question they are asked.”



To find out more about how Answer Path can help you visit [www.answerpath.com](http://www.answerpath.com) or, contact us at: [info@answerpath.com](mailto:info@answerpath.com)