

SCHEDULE 2 – Appendix 5

Channels

[regarding Table 3, note that systems and processes have been designed around the volumes in Scenario 1]

Table of Contents

Actions Taken via Channels.....	2
Channel Service Levels.....	3

1 Actions Taken via Channels

Table 1: Actions that can be made by a Customer/Organisation through each channel

	Phone	Web + Email	IVR	Retail	SMS	Self-Service	Post
Registration LEZ & CC	X	X					X
Purchase LEZ Charge Payment	X	X	X	X		X	X
Purchase CC Charge Payment	X	X	X	X	X	X	X
Purchase CC Charge Payment (Pay Next Day)	X	X	X	X	X	X	
Purchase LEZ Charge Payment (Pay Next Day)	X	X	X	X		X	X
Request Refund CC & LEZ	X	X					X
Register Discount CC & LEZ	X*	X					X
Make Enquiry/Complaint LEZ & CC	X	X					X
Request Scheme information	X	X					X
Request duplicate Receipt	X	X					X
Tag Enquiries	X	X					X
Manage Account	X	X					
Tag Manual Post Pay (TMPP)	X	X	X	X			

Make Emissions Category Enquiry	X	X	X	X			X
---------------------------------	---	---	---	---	--	--	---

2 Channel Service Levels

Table 2: Channel operating hours

	Phone	Web	IVR	Retail	SMS	Email	Self-Service	Post
Operating hours CC	6am to 12.30am Mon to Fri Saturday 6am to 10pm Sunday 6am to 12.30am	24 hours	24 hours	As per each Retail outlet	24 hours	7am to 8pm	24 hours	7am to 5pm
Operating days CC	364	365	365	As per each Retail outlet	Every Charging Day and every following day	364	365	Monday to Friday and Saturday (am)
Operating hours LEZ	6am to 12.30am Mon to Fri Saturday 6am to 10pm Sunday 6am to 12.30am	24 hours	24 hours	N/A	N/A	N/A	N/A	9am to 5pm
Operating days LEZ	364	365	365	N/A	N/A	N/A	N/A	Weekdays

Table 3: Forecast Monthly Average Steady State Operational Volumes

Business Operations Process:

- Standard Customer Registration - Post
- Standard Customer Registration - Call Centre
- Standard Customer Registration - Web
- LEZ Customer Registrations
- SMS / Post Pay (APP) Registration - Web
- SMS / Post Pay (APP) Registration - Post
- SMS / Post Pay (APP) Registration - Phone
- Billing Account Enquiries - Telephone
- Billing Account Enquiries - Email / WEB
- Billing Account Enquiries - Post
- Fleet Customer Registration - Post
- Fleet Customer Registration - Web
- Selected Partner/Reimbursement Partner/Accredited Breakdown registration
- Discount Cancellation/account closure
- Blue Badge Registrations / affirmations
- Blue Badge Nominations
- Resident registrations / affirmations
- ERCC registrations / affirmations
- Amendments to fleet accounts - Call Centre
- Amendments to fleet accounts - Web
- Amendments to fleet accounts - Post
- Requests for consideration - Telephone
- Requests for consideration - Post
- Requests for consideration - Web/e-mail
- Process Charge Payments - Telephone
- Process Charge Payments - IVR
- Process Charge Payments - Metric
- Process Charge Payments - Paypoint
- Process Charge Payments - Postal
- Process Charge Payments - SMS
- Process Charge Payments - Web
- Process Charge Payments - Automated Accounts
- Process Charge Payments - Account using Telephone
- Process Charge Payments - Account using IVR
- Process Charge Payments - Account using Metric
- Process Charge Payments - Account using Paypoint
- Process Charge Payments - Account using Postal
- Process Charge Payments - Account using SMS
- Process Charge Payments - Account using Web
- Tag Issue & Re-Issue
- Tag Return and disposal
- Tag Anomalies - Call Centre
- Tag Anomalies - Post
- Tag Anomalies - e-mail

Measure	Scenario 1		Scenario 2	
	R1	R2	S2	S3
per month	500	400	670	1300
per month	4000	3200	5300	11000
per month	3200	2600	4300	8500
per month	2500	2500	2500	2500
per month	3200	4800	8000	16000
per month	500	750	1200	2500
per month	4000	6000	10000	20000
per month	-	65000	110000	220000
per month	-	65000	110000	220000
per month	-	650	1100	2200
per month	10	10	17	33
per month	100	100	170	330
per month	1800	1800	2400	4500
per month	200	400	670	1300
per month	8000	8000	11000	20000
per month	12000	12000	16000	30000
per month	8000	8000	8000	8000
per month	6000	6000	10000	20000
per month	1500	1500	2000	3800
per month	100	100	130	250
per month	400	400	530	1000
per month	19000	15000	36000	93000
per month	4100	3100	8800	25000
per month	2000	1800	3200	7100
per month	300000	180000	-	-
per month	82000	49000	220000	820000
per month	20000	12000	53000	200000
per month	320000	190000	850000	3200000
per month	5000	3000	13000	50000
per month	280000	170000	740000	2800000
per month	500000	300000	1300000	5000000
per month	-	420000	3300000	11000000
per month	-	42000	-	-
per month	-	11000	90000	310000
per month	-	2800	22000	75000
per month	-	45000	350000	1200000
per month	-	700	5500	19000
per month	-	39000	300000	1000000
per month	-	70000	550000	1900000
per month	-	12000	19000	38000
per month	-	1200	1900	3800
per month	-	3000	6000	12000
per month	-	3600	7100	14100
per month	-	1000	2000	4000