

# FRONTLINE NEWS

## #Knowingmeknowingyou

### ANNOUNCEMENTS

- We'll be welcoming some new faces to the CSC in the next few weeks, as well as some old ones! Some of you may remember our previous Shopping Experience Manager Amy Cecca- to went on maternity leave last year. She'll be rejoining us from August 31 as Project Lead for the CSC. Great to have you back, Amy!
- In related news, congratulations to Leanne who'll be staying on permanently in her current role as Service and Sales Support Manager (formerly Customer Experience manager)!
- Last month, we also welcomed two new co-workers, Keiran and Josh. We're also getting a new Competence Development Specialist at the CSC! Matthew Hayden (no, not the cricket- er!) will be joining us towards the end of August. Välkommen to the CSC Matthew!



The newest additions to the CSC family.

(Photo credit: Susan Bazan Ramos)

### GRATTIS PÅ FÖDELSEDAGEN!

ANDREW	11-JUL
ANNA	11-JUL
RIZK	11-JUL
CAROLINE	13-JUL
SARAH	15-JUL
CARLA	16-JUL
OMAR	17-JUL
FRANCES	25-JUL
AMY	30-JUL
ROCHELLE	31-JUL



# RESULTAT

	JUNE	MAY	GOAL
<b>FRONTLINE GOALS</b>			
★ Service Level	<b>62%</b>	61%	<b>80%</b>
★ Abandonment rate	<b>6.4%</b>	6.4%	<b>6%</b>
★ Calls answered	<b>32,034</b>	29,294	
<b>GENERAL</b>			
★ Service Level	<b>77%</b>	75%	
★ Abandonment rate	<b>3%</b>	4%	
★ Calls answered	<b>18,784</b>	17,447	
★ Talk time	<b>02:43</b>	02:46	<b>02:30min</b>
★ Wrap time	<b>00:12</b>	00:28	<b>00:10sec</b>
<b>CUSTOMER SUPPORT</b>			
★ Service Level	<b>39%</b>	42%	
★ Abandonment rate	<b>11%</b>	10%	
★ Calls answered	<b>13,250</b>	<b>11,847</b>	
★ Talk time	<b>03:53</b>	04:03	<b>04:00min</b>
★ Wrap time	<b>02:23</b>	02:31	<b>01:00min</b>
<b>ADMIN TEAM</b>			
★ Service Level	<b>83%</b>	100%	
★ Emails answered	<b>2,718</b>	2,753	
★ Total response time	<b>13:37</b>	07:00	<b>24:00hrs</b>
<b>SAMS CASES</b>			
★ Cases created	<b>3,461</b>	3,313	
★ Cases closed	<b>3,242</b>	3,889	
★ Open to close (day)	<b>8.28</b>	10.35	<b>7 days</b>
★ Assigned time (hours)	<b>15:31</b>	28:14	<b>24:00hrs</b>

# FRONTLINE ASSEMBLY TRAINING

At the CSC, we get a lot of calls from customers asking for help assembling our products. These calls can be challenging, especially if you've never assembled anything before.

**Is there anything our co-workers BEKANT do?**  
**From left: Sarah and Abbey in general putting the finishing touches on a desk. Photo credit: Jay Raj**



For the past few weeks, our General and Customer Support teams have been participating in assembly workshops, where co-workers worked together in groups to assemble various IKEA products. It was a great opportunity to get some hands-on experience with assembly and put ourselves in our customers' shoes so we can do more to help when we do get those calls!

**Sezen (left) and David (right) with their completed IKEA PS table on castors. Great work guys!**  
**Photo credit: Graham West**



A big thank you to Jay for doing such a great job facilitating the workshops, and to everyone who participated!



**From left: Maeve, Milo Mariana and Leslie. Talk about teamwork! Photo credit: Jay Raj**



# VOICE RESULTS MEETING

**Last month, we held a meeting to go over our VOICE results and brainstorm ways we can improve life at the CSC . It was also a great chance to catch up with each other as a group outside of work!**

**Photo credit: Christian Darque**



## FAKTA

The BILLY bookcase is probably IKEA's most iconic product. It's simple, timeless and it's estimated that a BILLY is sold every 10 seconds somewhere in the world. But they're not just good for storing books— because they're sold in so many different countries, they can also be used as an indicator of a country's economic state.

In fact, financial media company Bloomberg has even created a BILLY Bookcase Index, which compares the BILLY's retail price in 38 different countries to compare their purchasing power— that is, the amount of things you can get with one unit of currency and how this varies across countries and time periods.

For example, as of July 11 a BILLY is most expensive in Egypt at just over \$100USD (\$125 AUD) , and cheapest in Slovakia at less than \$40 USD (\$50AUD) .



## SWEDISH WORDS OF THE MONTH

**Ont i håret [Oon-tee-horet]** : “My hair hurts” Swedes say this when they’re hungover.

**Rund under fötterna [Roond oonder fuh-te-mah]** : A Swede doesn’t get drunk, they get “round under their feet”.

**Ingen ko på isen:[ Ing-in-cor- puh-ee-sun]**: The Swedish equivalent of “no worries”. It literally means “no cow on the ice.”

**Inte ha rent mjöl i påsen:** A secretive Swede doesn’t have skeletons in their closet, they “do not have clean flour in their bag.”



# KUND CITAT

**Customer:** "I received an email giving me a piece of cake for my birthday as an IKEA family member. I was just wondering if I have to come into the store to redeem that?"

**David:** Yes, I'm sorry Ma'am , but we are unable to post out a piece of cake.

**Customer:** Oh, OK just thought I would check!

"I just got a new phone, do I sound good?"

**Abbey**

*(Email stock check)*

"I'm after the Hemnes chest of drawers in white Saturn."

**Janelle**

**Customer:** What's your name?

**Terryl:** My name's Terryl .

**Customer:** Is that your last name?

*(Email enquiry about an IKEA Family account)*

"I maintained my IKEA Family member-sheep."

**Anita**

"Sorry, I have a bird on top of my car trying to attack my rear view mirror!"

**Anna**

