



111.02010 - Customer First

OVERVIEW	WORKFLOW	DETAIL	POLICY	LEGISLATION	EXTRA
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Customer First is the Department of Human Services new integrated IT solution supporting a range of IT functionality across the organisation including work management, work allocation, appointment management and booking, telephony integration and front of house queue management. Customer First uses SAP technology, the same used by ESSentials.

Benefits of Customer First

The Customer First vision is to provide a number of benefits to staff, customers and business:

- Better customer experience - having the customer's transaction updated across multiple Service Delivery Brands (Centrelink, Medicare and Child Support) at the first point of contact
- Fewer customer contacts - by work being processed more efficiently, the number of customers contacting the department regarding the status of their transaction will reduce. Customers will not need to contact multiple Service Delivery Brands to update their details if they provide consent for transactions to be updated across all of the Brands.
- Visibility of workload - workload monitoring functionality will provide the department with greater visibility of the work and resources on hand. This will lead to improved workforce planning capability.
- Efficiency - Staff will have fewer screens to update and take less time to complete a workflow. Reduced time taken to complete the work will result in reduced wait times for customers having their transaction completed.
- Flexibility - The flexibility to change business processes and priorities outside of the ICT release schedule.

Features of Customer First


Customer First is continually developing and more features are being added. During the development period processes will be trialled at specific sites and then implemented nationally.

The functionalities currently available with Customer First are:

Front of House (FoH)

The FoH Tool improves the management of initial customer contact within Service Centres to triage customers into the most appropriate queue or servicing arrangement.

Work Allocation

 Work Allocation is the process where a task is allocated to a Customer Service Officer (CSO) based on their capability, availability and the priority of work. This functionality is being progressively rolled out across the department.

Legacy Convergence


Customer First is to be the one platform for all Department of Human Services programs to access and update customer information. As an interim measure Customer First will use the current Centrelink legacy systems (Centrelink's Income Security Integrated System (ISIS), Single User Workspace (SUW) and Scripts and Macros) to convert screens and workflows into Customer First. The workflows and screens are being replicated within Customer First as the first phase of the legacy systems convergence.

Medicare's Consumer Directory Maintenance System (CDMS) and Child Support's CUBA will also be accessible through Customer First in the near future.







DHS Appointment System

The DHS Appointment System provides single departmental appointment system to be used by all Department of Human Services staff to book and manage appointments with the department.

Customers are able to view, book and reschedule some of their appointments online.

 Extra contains a link to the Customer First Implementation Project Branch homepage.

Contents

-  Front of House (FoH)
-  Work Allocation within Customer First
-  Legacy convergence into Customer First
-  DHS Appointment System
-  Accessing and personalising Customer First
-  Using Customer First to automatically generate receipt numbers (non Call Centre staff only)

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Procedure last issued 2015/02/02, see [Procedural Updates](#) and [Current Daily Updates](#) for details of major e-Reference updates.

e-Reference is Centrelink's endorsed customer service reference tool and must be complied with by all Centrelink employees.

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This page contains a link to the Customer First Implementation Project Branch homepage. This link is not available to the public.

 [Customer First Implementation Project Branch homepage](#)

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