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**INDUSTRY STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

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Specification for electricity supply hotline customer service

供电服务热线客户服务规范 清晰版

(English Translation)

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Foreword

This standard was drafted in accordance with the rules given in GB/T 1.1-2009.

This standard was proposed by the China Electricity Council.

This standard is under the jurisdiction of the Electric Power Industry Standardization Technical Committee (DL/T C43).

Drafting organizations of this standard. State Grid Corporation of China, China Southern Power Grid Corporation of China.

1 Scope

This specification specifies the working environment and personnel, service provision, service and business management requirements of the power supply service hotline.

This specification applies to the service, operation and management of power supply service hotlines established by power grid companies, power sales companies and other power supply companies.

2 Normative references

The following documents are indispensable for the application of this document. For dated reference documents, only the dated version applies to this article Pieces. For undated references, the latest version (including all amendments) applies to this document.

YD/T 2823 Call center service quality and operation management specifications

3 Terms and definitions

The following terms and definitions apply to this document.

Electricity supplier an enterprise that has obtained a power supply business license in accordance with the law.

Customer

Organizations or individuals that may or have established power supply and use relationships with power supply companies.

Electricity supply service Power supply companies follow certain standards and regulations, and use specific methods and methods to meet customers' actual or potential power demand activities.

It usually includes the provision of qualified electric energy to customers, handling of electricity consumption, meter reading and charging, and handling of power supply failures.

Electricity supply hotline the external service hotspot of power supply companies that accept customer requests for fault repairs, electricity information inquiries, business consultations, service complaints, and reports Line phone number.

Major emergency

The customer's request involves the safe operation of the power supply company's power grid, personal injury or death, high-risk or important customer power supply, etc., and immediate response is required or urgently dealt with.

Interactive voice response the automatic voice navigation broadcast of relevant information can be played according to the content input by the customer.

Telephone service representative Personnel who answer, record, resolve, and transmit customer requests on the service hotline.

Knowledge management system an information system that collects, processes, and shares relevant knowledge of power supply companies.

4.1.1 General requirements

The power supply service hotline should have a fixed working place for work, and the working environment should be quiet, safe and comfortable. The lighting, temperature and humidity should be consistent with Meet the requirements of YD/T 2823.

4.1.2 Work area

The workplace can be divided into work areas such as customer appeal acceptance, processing, and return visits according to work needs.

4.1.3 Seating station

The power supply service hotline should reasonably allocate the number of seats based on the amount of manual traffic.

4.1.4 Agent language

The power supply service hotline should be set up with Mandarin seats. Dialect seats, minority language seats or foreign language seats can be set according to actual needs.

4.2.1 Phone recording

The power supply service hotline shall have a recording function, and the recording shall be kept for at least 3 months.

4.2.2 Information System

The information system should support voice multimedia information access, and have the function of recording customer requests, and should meet the following requirements.

--Realize interactive voice response and support the access of various information such as network and multimedia;

-Equipped with necessary computer network equipment, data storage equipment, network security equipment, communication equipment, disaster recovery and backup equipment, etc.;

--Realize customer information and file management.

4.2.3 Number of Relays

Equipped with the number of trunk lines matching the number of customers served and the volume of manual calls to meet the normal access of customer calls.

4.2.4 Knowledge Management

The power supply service hotline should be equipped with a knowledge management system, and the knowledge content should be easily accessible and maintained in a timely manner.

4.3.1 Basic requirements

Familiar with laws, regulations and policies related to power supply service hotline work.

4.3.2 Work ability

Have strong communication, judgment, and understanding skills, accurately identify, master and record customer demands. Proficiency in using power supply service hotline calculation Computer office software, the text input speed should reach 60 characters/min or more.

4.3.3 Business skills

Familiar with the business knowledge of the company, proficient in the operation skills of this post, and have qualified professional technical level.

5.1 Service category

The power supply service hotline provides customers including but not limited to. fault repair, inquiry, consultation, complaint, report, opinion, suggestion, praise and other professional services.

5.2 Service form

The power supply service hotline shall provide 7x24h fault report manual service. The qualified power supply service hotline can open website, WeChat public Electronic channel services such as phone number and mobile client.

5.3 Manual connection rate

The power supply service hotline should keep the telephone open, and the annual manual call connection rate shall not be less than 85%.

5.4 Automatic voice navigation

Power supply service hotline with automatic voice navigation function. The hierarchical menu level of automatic voice navigation should be controlled within 5 layers, with each layer of menu the options of "transfer to labor" and "return to previous level" should be set. The key setting standard is. manual service, press "0"; return to the previous menu, press "✱".