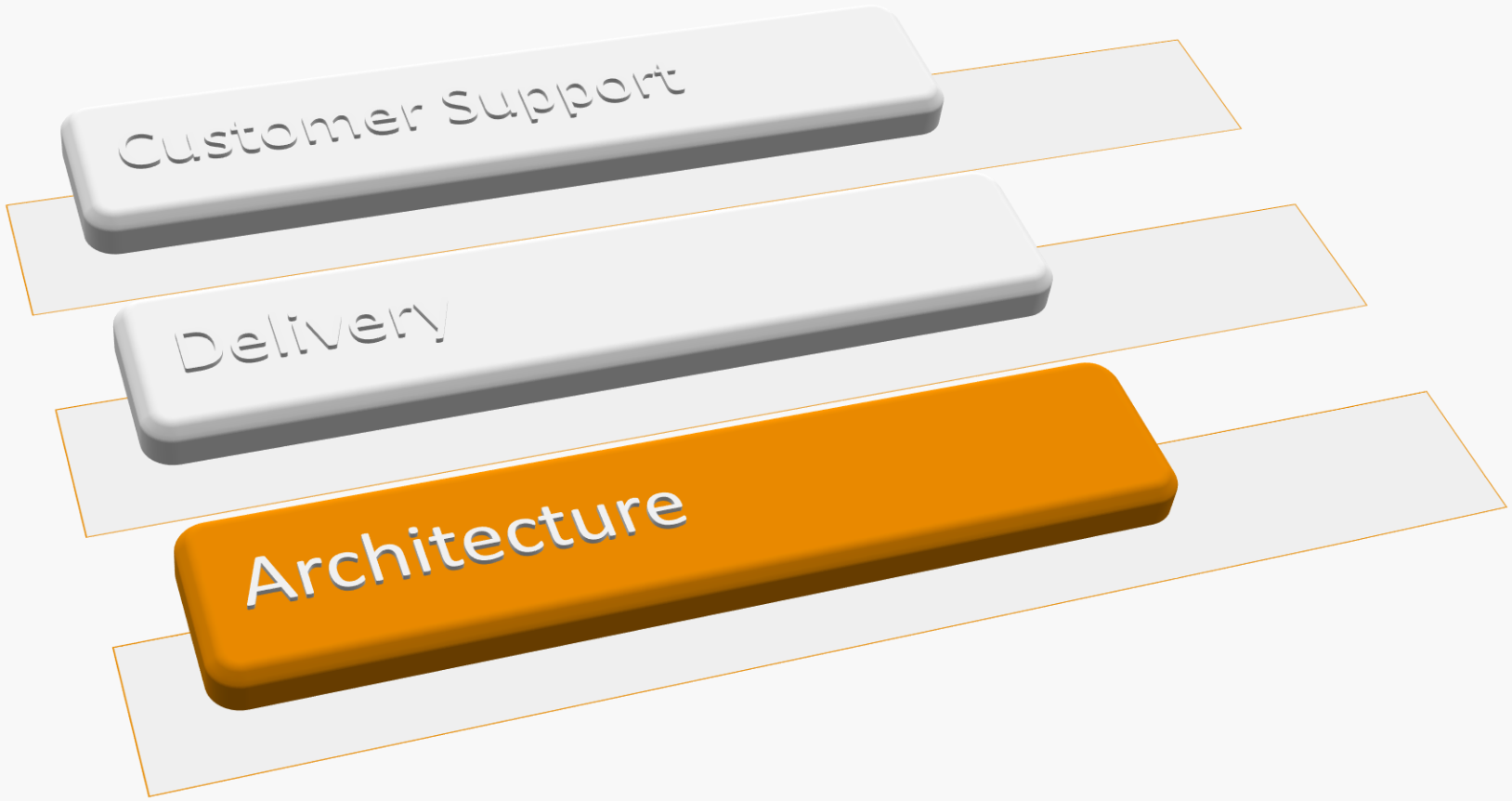
Operations

Paul McCorquodale - COO

Coming of Age

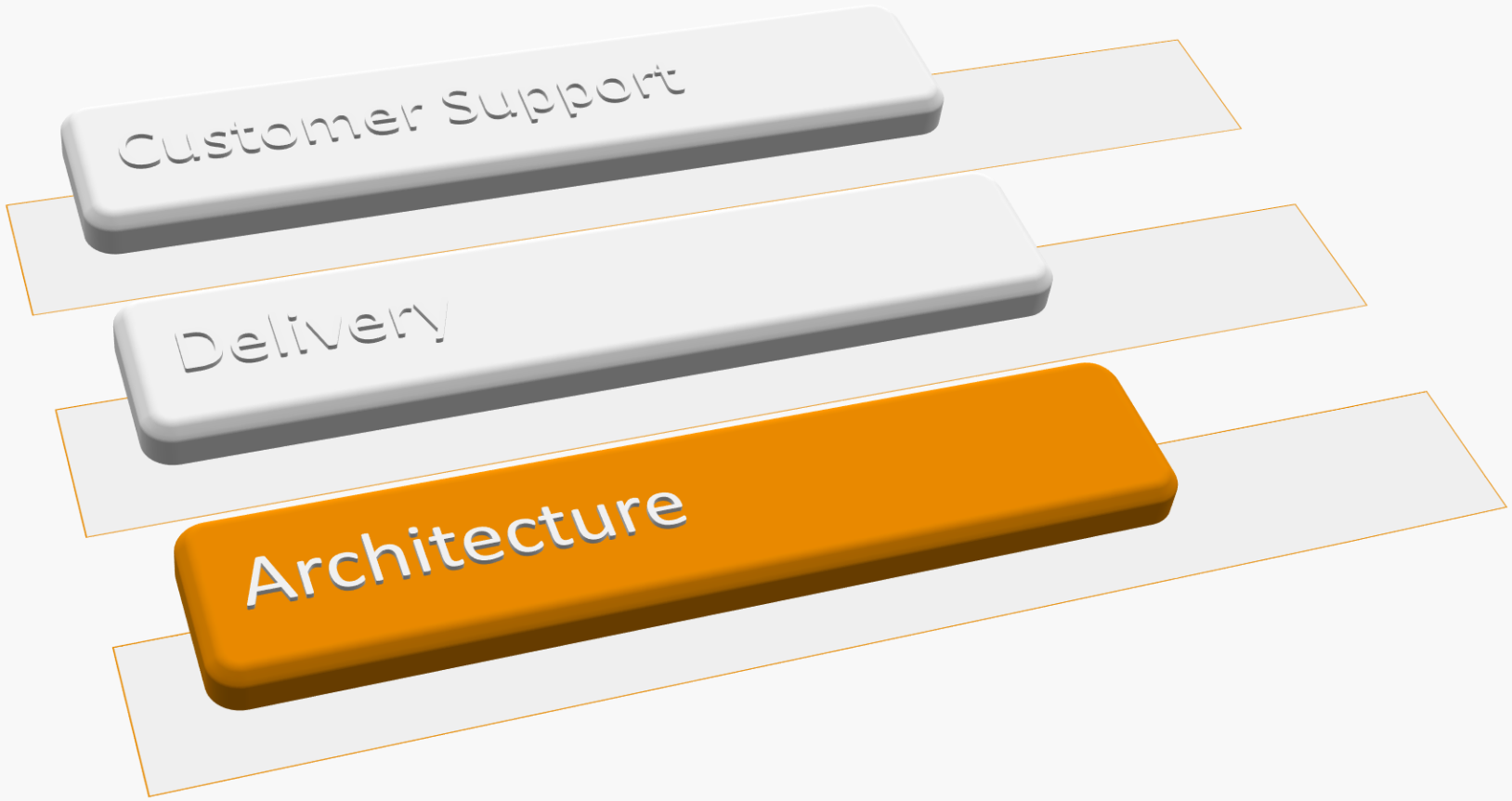
Progress

Progress



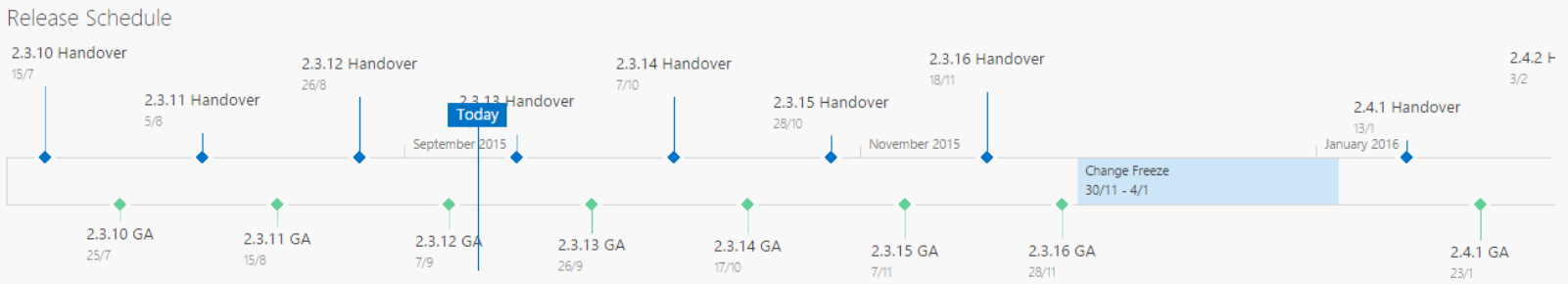
Progress

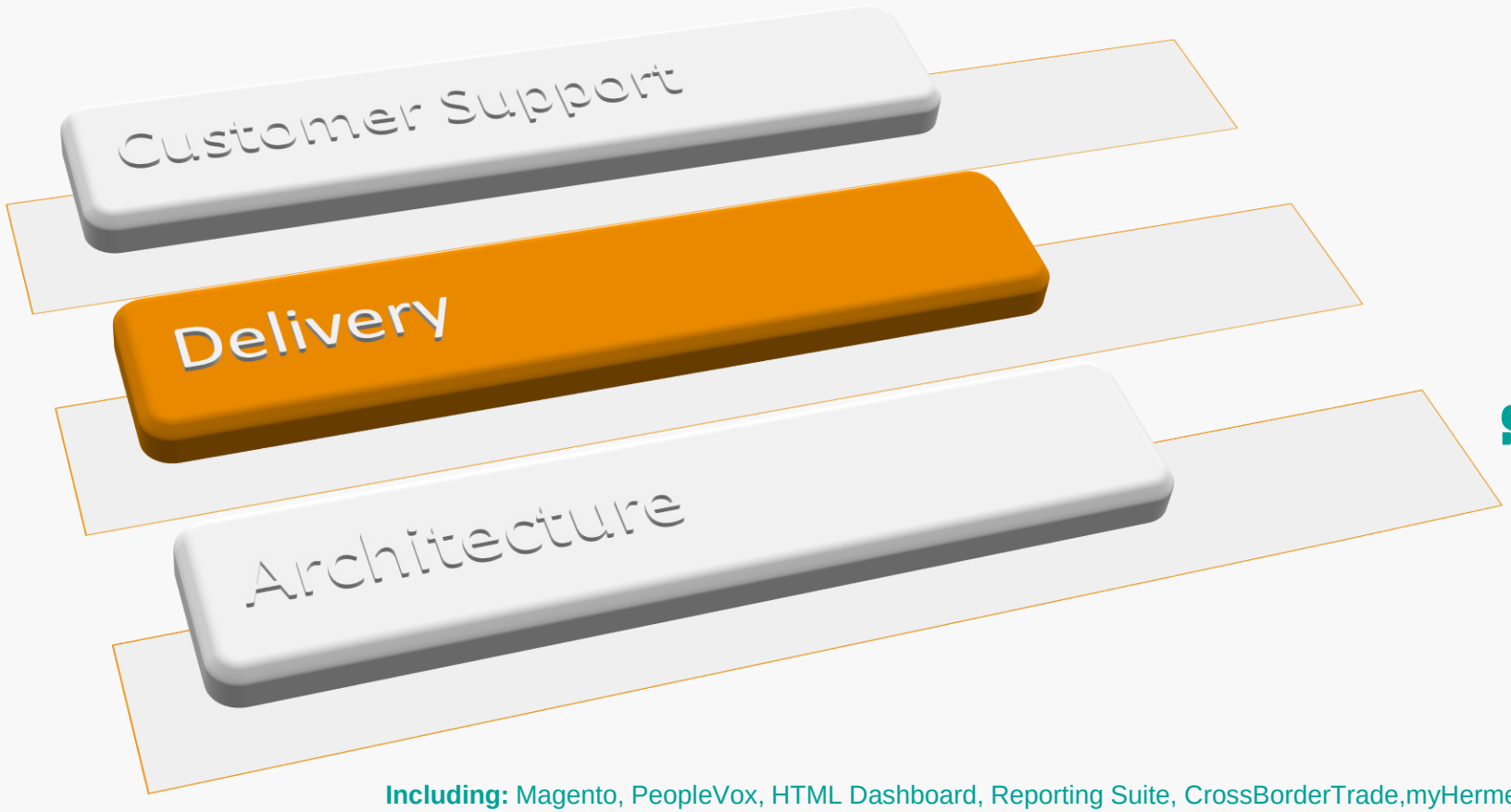
PERFORMANCE IMPROVEMENTS



Progress

Progress





CAB
enabling change

467

Software Component Changes

3 week cycles

Including: Magento, PeopleVox, HTML Dashboard, Reporting Suite, CrossBorderTrade,myHermes, Rakuten, Ebay Click and Collect, Ebay Holiday Returns, Google API updates, Ebay Out of Stock, Royal Mail, ProdIds, HTML SO Beta.

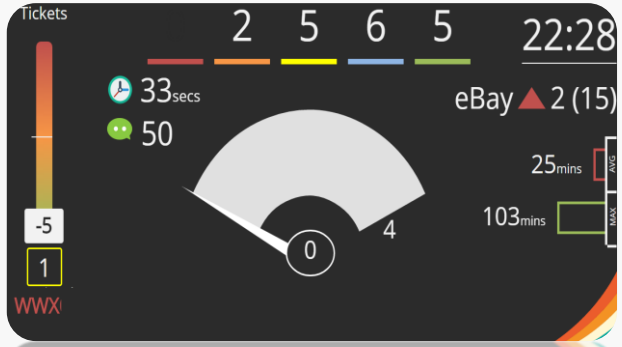
HTML

Volo V2.0
HTML Part
Full Software Re-architect
Lego Blocks
Open APIs
SOA
Service Based

Progress

Progress

Live Monitoring



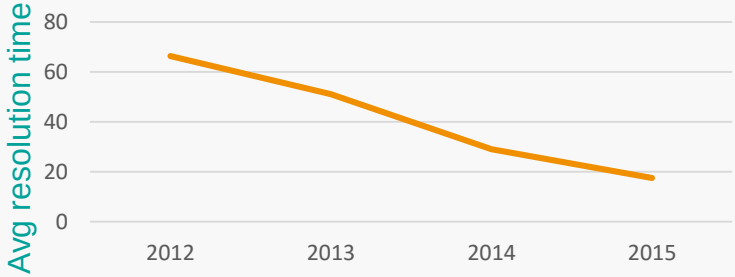
CSAT

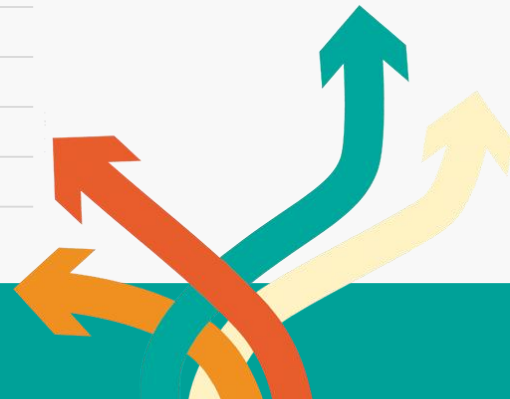
Prioritisation

Urgency	Impact: Critical	High	Medium	Low
Critical	1	1	1	1
High	1	2	3	3
Medium	2	3	4	4
Low	3	4	4	5

OneView

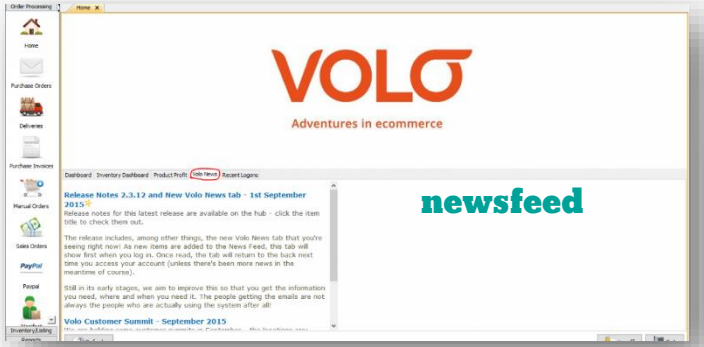
11185 Tickets Opened
11583 Tickets Resolved



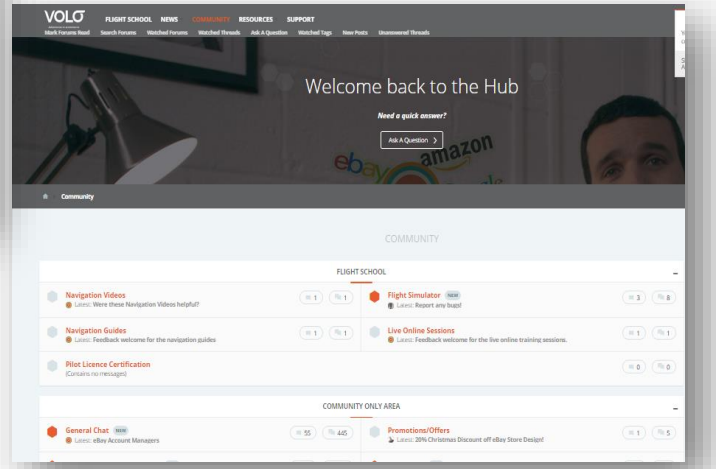


Volo Customer Summit 2015: Diversify

Progress



newsfeed



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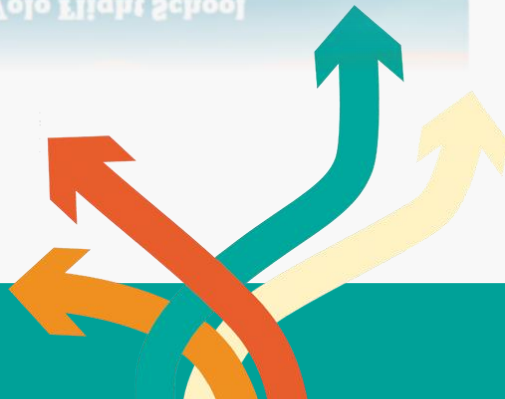
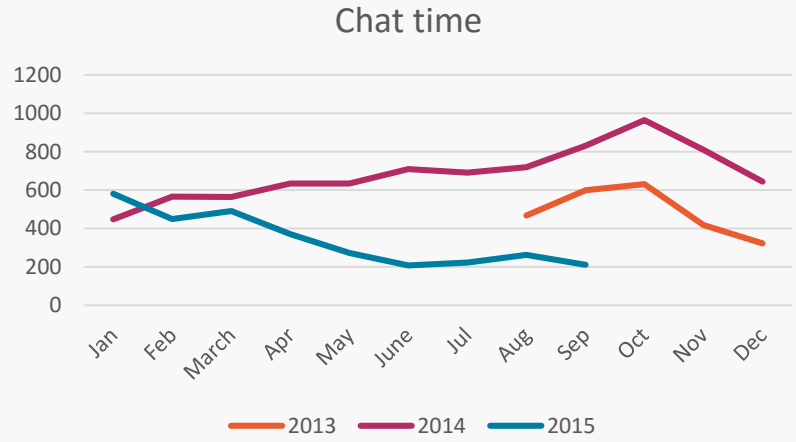


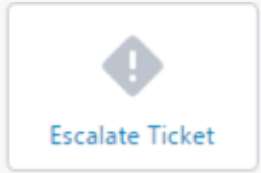
Volo Customer Summit 2015: Diversify

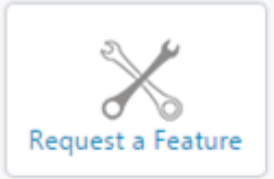
Progress

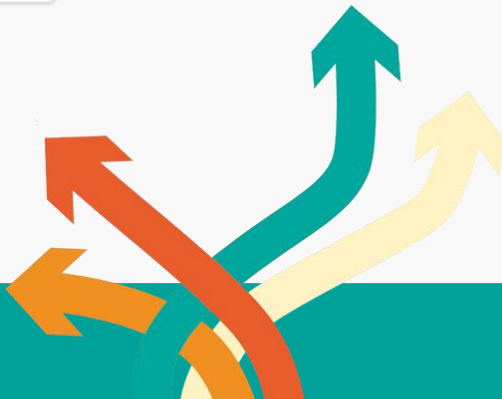


Longest Chat: 5hours 34mins
Average Chat: 26mins

Avg Time To Answer: 41 seconds







Better & Progressing to Great

Submit Feedback

Thank you