



Customer Access Service Influence Group

Monday 23rd February 2026 1:00pm – 2:30pm

Southway Office, Southern Gate, 729 Princess Road, Manchester, M20 2LT

AGENDA

- 1) Welcome and introductions
- 2) Opening Times

We are considering whether we should close our phone lines slightly earlier (i.e. 5 pm rather than 5:30 pm) and would appreciate the groups views on this.

- 3) KPIs used by Customer Hub

We believe it would be helpful to the group to understand exactly how performance in the Customer hub is measured. This will be brief explanation of each of the measures used as well as how we are performing against each of these.

- 4) Demonstration of new Call Transcribe feature

We have introduced some new technology which will potentially help our advisors deal with calls more quickly. This could have a positive impact on performance against our KPIs A short demonstration of this will be delivered to the group.

- 5) AOB
- 6) Review of the meeting
- 7) Date and time of next meeting: 25th May 2026 1:00pm – 2:30pm