

**RESOLUTION NO. R-16 -2019**

*PREAMBLE*

**A RESOLUTION OF THE CITY COUNCIL OF EAGLE MOUNTAIN CITY, UTAH,  
AMENDING AND APPROVING THE  
2008 PERSONNEL POLICIES AND PROCEDURES MANUAL**

WHEREAS, the City Council of Eagle Mountain City, Utah, finds that it is in the public interest and in the interest of the management of the City and the employees of the City to revise and amend the Personnel Policies and Procedures Manual in use up to the date of this Resolution; and

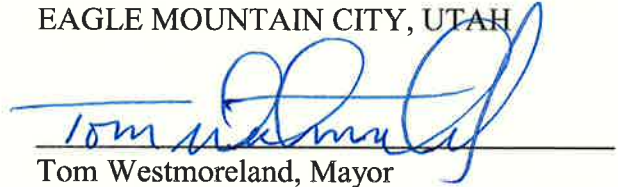
WHEREAS, the *2008 Eagle Mountain City Personnel Policies and Procedures Manual* has been edited, reviewed and compiled to represent the needs of the City and the rights and responsibilities of its employees and should be amended as presented in Exhibit A;

NOW THEREFORE, be it resolved by the City Council of Eagle Mountain City, Utah, that the *2008 Eagle Mountain City Personnel Policies and Procedures Manual* hereby is amended and adopted as set forth specifically in Exhibit A.


This Resolution shall take effect upon its enactment by the City Council.

ADOPTED by the City Council of Eagle Mountain City, Utah, this 20<sup>th</sup> day of August, 2019.

EAGLE MOUNTAIN CITY, UTAH

  
Tom Westmoreland, Mayor

ATTEST:

  
Fionnuala B. Kofoed, MMC  
City Recorder



## CERTIFICATION

The above Resolution was adopted by the City Council of Eagle Mountain City on this 20<sup>th</sup> day of August, 2019.

Those voting aye:

Donna Burnham

Melissa Clark

Colby Curtis

Stephanie Gricius

Benjamin Reaves

Those voting nay:

Donna Burnham

Melissa Clark

Colby Curtis

Stephanie Gricius

Benjamin Reaves

Those excused:

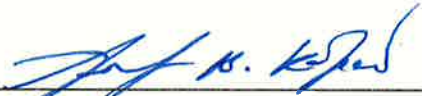
Donna Burnham

Melissa Clark

Colby Curtis

Stephanie Gricius

Benjamin Reaves



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Fionnuala B. Kofoed, MMC  
City Recorder

# Exhibit A

# Website Live Chat Policy

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## DEFINITIONS

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1. "Agent" is any Eagle Mountain City employee or elected official representing the City through the live chat tools on the City website.
2. "Chat" is a two-way conversation held between an agent and another individual on a digital platform such as the live-chat platform used on the City website.
3. "Chat Session" is the digital conversation between a customer and agent, with its beginning being initiated at the time a customer requests assistance and ending when the customer disengages from the chat tool.
4. "City" is Eagle Mountain City.
5. "Customer" is any individual who initiates a chat session with an Eagle Mountain City agent.
6. "Discrimination" is the act of selectively and deliberately altering the normal customer service practices to demean, degrade, or otherwise commit harm to individuals of a race, sex, age, disability, religion, veteran status, or other federally protected classes.

7. "Forwarding" is the act of one agent orchestrating the disengagement of a chat with a customer following the initiation of a new agent being presented to continue the conversation.
8. "Harass or Harassment" is unwelcome conduct that is severe or pervasive enough to create an environment where a reasonable person would feel intimidated, threatened, abused, or annoyed. Conduct can include offensive jokes, slurs, epithets or name calling, threats of physical assault to an individual or members of their family, intimidation, ridicule or mockery, insults or put-downs, and interference with work performance.
9. "Live Chat" is a chat session happening in real-time on the City website via the Live Chat tool.
10. "Script" is a prepared text to be used in conversation.
11. "Transient Communication" is any record with temporary value and serve to convey information of temporary importance. Transient communications are not retained.

## PURPOSE

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The policies found herein are intended to ensure proper use of live-chat functionality found on the Eagle Mountain City website. When followed, the policies aid in the reduction of risk of a poor customer service experience, inadvertently transmitting or retaining sensitive information, or creating improper expectations of the use of the tool.

Live chat is a very powerful capability that can be a significant component in communication with residents or otherwise, but it also requires careful management.

## PERSONAL INFORMATION & PAYMENTS

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- A. Agents should at no times share personal information with the customer including their personal contact information, address, age, and so forth. Agents are permitted to share their work phone number and email to improve support as needed.
- B. Agents should at no times request personal information from the customers except information necessary for serving the customer such as a service address, account number, name, and basic contact information.
  - a. Any personal information collected for the purpose of serving the customer should not be retained or shared by the agent except with other City employees who are providing assistance.
- C. Payment information is not to be shared on the live chat tool. If a customer requests to make a utility payment or other payment, they are to be directed to the online means of payment such as Xpress Bill-Pay, or the Agent should provide a call-in number for the customer to make a payment over the phone.

## RETENTION

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- A. Live Chat sessions shall be treated as transient communications. Any logs of chat sessions with customers shall be removed daily.
- B. Agents shall not keep records on their computers, in print, or otherwise of any chat logs.
  - a. Exception when customers are being evaluated for a potential ban from the live chat tool and records of conversations become necessary in properly assessing that decision.
    - i. Chat transcripts may begin to be preserved beginning with the first transcript that contains harassment as defined herein or any other improper conduct described in this policy.
      - 1. Chat transcripts to be preserved for evaluation of a ban should be marked for retention within the chat tool.
    - ii. Individuals that are banned but do not reside within Eagle Mountain City may have records destroyed following the decision.
    - iii. Records of the decision to ban a customer that resides in Eagle Mountain City, including the chat session transcripts that led to the decision must be retained for two years.

#### DISCRIMINATION

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- A. Agents should not discriminate by demeaning, ignoring, or otherwise providing substandard service to those of a particular race, sex, age, disability, religion, veteran status, or other federally protected classes.
- B. Agents should not transfer a customer to another agent based on race, sex, age, disability, religion, veteran status, or other federally protected classes.

#### COMMUNICATION PRACTICES

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- A. Agents shall maintain a behavior of professionalism in conversations with all customers.
  - a. Agents shall maintain a high level of professionalism in their communication, avoiding casual speaking.
  - b. Agents should refrain from sharing opinions on the City, City staff or elected officials, businesses, policies, and so forth.
  - c. Positive attitudes should prevail, ensuring that professionalism also includes a courteous, kind, and respectful interaction.
- B. Agents should always remain honest and transparent. In instances where it is inappropriate to share information, or the agent does not have the full information needed to provide an adequate or accurate response, the agent should refer the customer to a staff member or other entity as required that would have the answers needed.
- C. Agents should not use profanity or other vulgar language at any time.

- D. Agents should respond quickly to live chat requests, treating an incoming request the same as an incoming phone call. If an Agent must leave their computer for more than five minutes, they should change their status on the live chat tool to offline to not receive additional live chat requests until they have returned.
  - a. Management of time dedicated to phone calls, live chat, and in-person conversations is the responsibility of the supervisor who may elect to dedicate staff to certain communication channels permanently or for periods of time or allow staff to balance all three.
    - i. Communication priorities are as follows:
      1. In-person communication
      2. Phone calls
      3. Live chats
    - ii. As with typical phone conversations, a request for a customer to hold can be used. If all staff are occupied and cannot quickly respond to a live chat request, an agent should communicate the following or something similar: "We are currently assisting others at this time and cannot immediately respond. If you are able to wait, someone will be with you shortly, otherwise you are welcome to send an email to [department email address]."
  - b. Agents should not frequently be offline but instead remain online for most of their workday. Agents who are unable to be online for most of their workday may be removed as an agent.
- E. Agents may engage in up to three live chat sessions concurrently after meeting performance requirements.
  - a. Agents will start with one live chat session at a time. If after 100 chats their satisfaction score is over 80% and their first response time is under 1 minute, they may begin to chat with two customers concurrently.
  - b. Agents who maintain 80% satisfaction score and a first response time under 1 minute after 500 chats will be permitted to chat with up to three customers concurrently.
  - c. Agents whose scores fall below the performance levels indicated will need to step down to a lower number of concurrent chats until performance improves.
- F. If a customer becomes unresponsive for more than two minutes, the agent should verify the customer is still present and kindly make them aware that the chat session will be terminated for inactivity after two further minutes. If inactive for four total minutes, the agent may recommend to the customer to reach back out or call at a suggested phone number and then terminate the chat session.
- G. Agents may forward customers to other agents who may be able to provide greater assistance on a particular topic.
  - a. Agents should ensure that the customer was successfully transferred.
- H. Customers requiring service in another language should be transferred to bilingual agents when available.
- I. Agents should not in any way harass a customer.

- a. Additionally, customers are not permitted to harass agents. If an agent believes they are being harassed, they should contact a supervisor and retain the chat transcript. The supervisor will determine if the harassment warrants further action and address the needs of the harassed agent.
- b. In cases where customers continue to harass after being asked to cease, a supervisor may request the agent transfer the chat to them in an attempt to resolve the issue. If the customer continues the harassment, the supervisor may authorize the ban of the customer from the live chat tool.
  - i. Agents are not permitted to ban customers without first speaking with their supervisor.

#### WORK HOURS & SAFEGUARDS

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- A. Agents are only permitted to accept live chat requests during established work hours.
  - a. The last chat session should begin no later than 30 minutes prior to closing time.
- B. Agents are not permitted to click on any links shared by a customer.
- C. Supervisors should daily select random live chats to examine for improper conduct, customer service quality, and any trends of common questions that might require preparing a response template or using other communications methods to educate the public.

#### HANDLING IMPROPER CONVERSATIONS

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- A. Customers may at times request to chat with an agent about a subject in which they have no expertise, familiarity, or is otherwise more appropriate for a different department. In these cases, the Agent should advise the customer of the appropriate department and share a link to the page associated with that department from within the City Website.
- B. If customers are requesting to discuss topics that are completely unrelated to City operations, the Agent should ask the customer if they have any question related to City operations. If they have no question, the Agent should kindly inform the customer of the purpose of the live chat tool, recommend they request a chat again when they have a question that would benefit from the live chat tool, and then terminate the chat.

#### OTHER GENERAL POLICIES

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- A. Agents are permitted to create and use scripts to expedite the response to frequently asked questions.
- B. Agents are not emergency dispatchers. Customers reporting medical, police, or fire emergencies should be directed to immediately call 911 if there is risk to life or property. If there is no risk to life or property, they should be advised to call the appropriate non-emergency line. Customers reporting City emergencies including fallen or ruptured utilities, damaged roads, flooding, or otherwise should be advised to immediately call 801-789-5959.



## **PENALTIES**

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- A. Supervisors shall evaluate penalties for actions contrary to policy on a case by case basis.
- B. Agents are encouraged to self-report when they have not adhered to policy to receive further training.
- C. Should an Agent violate policy in more than one occasion, a Supervisor may elect to suspend the Agent from using the live chat tool or permanently prohibit use if deemed appropriate.