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Characteristics of demands that affect the ability for someone to be trained to respond

Variation of types - How varied are the demands coming into the service? The more variety, the most difficult it is for staff to learn how to deal with them all at the point of transaction.

Level of expertise to respond - In some cases, it requires specific expertise and experience to answer queries. If the expertise is significant, or it frequently changes (perhaps due to legislation changes), then staff will find it increasingly difficult to learn how to respond.

Complexity - the level of complexity in demands requires significant interaction, and that complexity may result in incomplete understanding of the issue. Often, this type of demand quires face to face, and more than one interaction to understand fully.

Clarity of the demand - some demand requests are not clear, as the customer may have prior knowledge of how they should engage to extract the desired outcome. Or, some demands are simply unclear, and require someone who has expertise to engage in specific ways to understand the true nature of the call.