

HOME AGENTS

The Auckland Council Experience

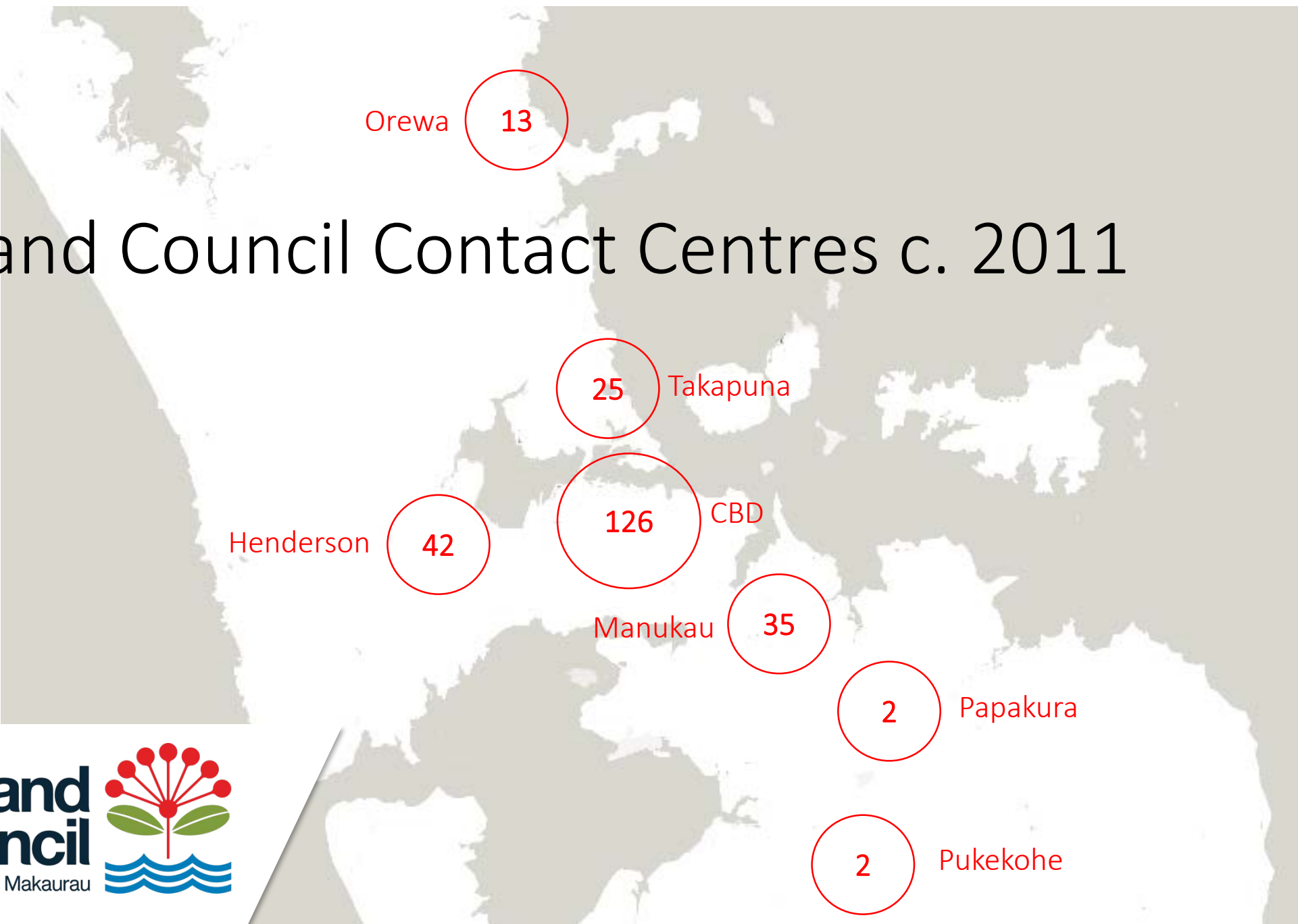


**Auckland
Council**



Te Kaunihera o Tāmaki Makaurau

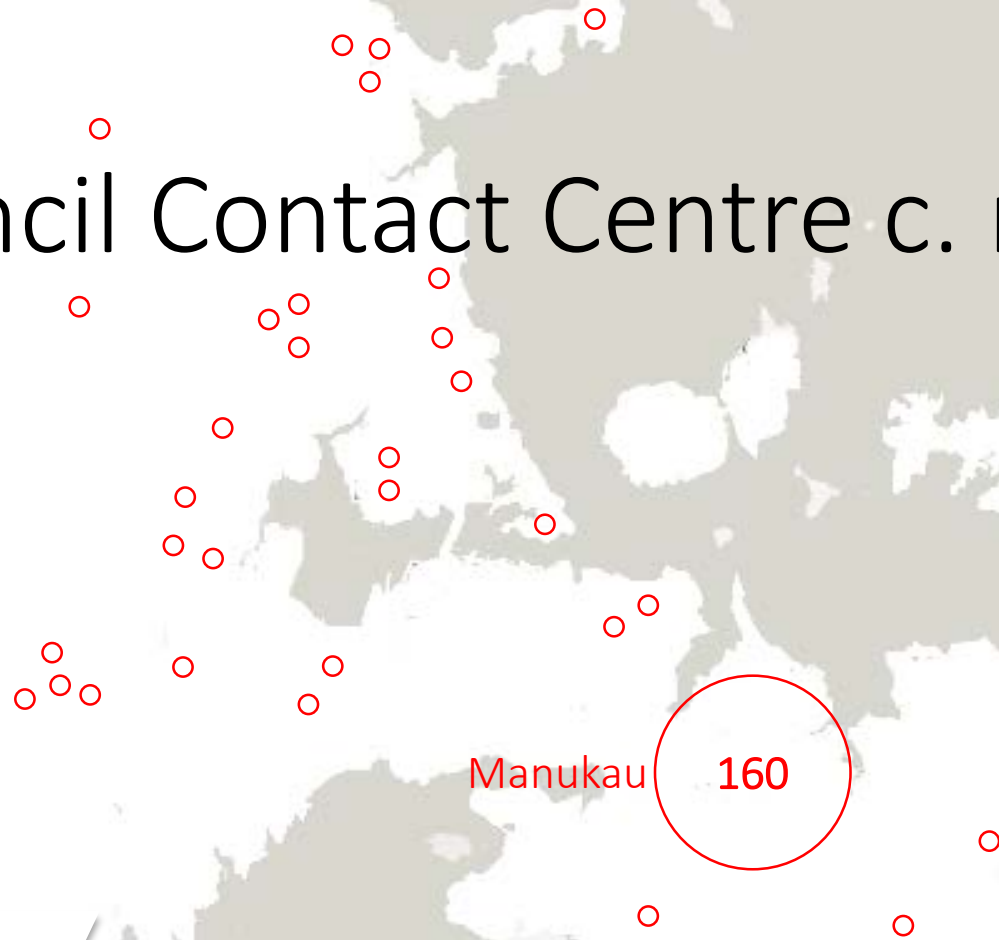
Auckland Council Contact Centres c. 2011



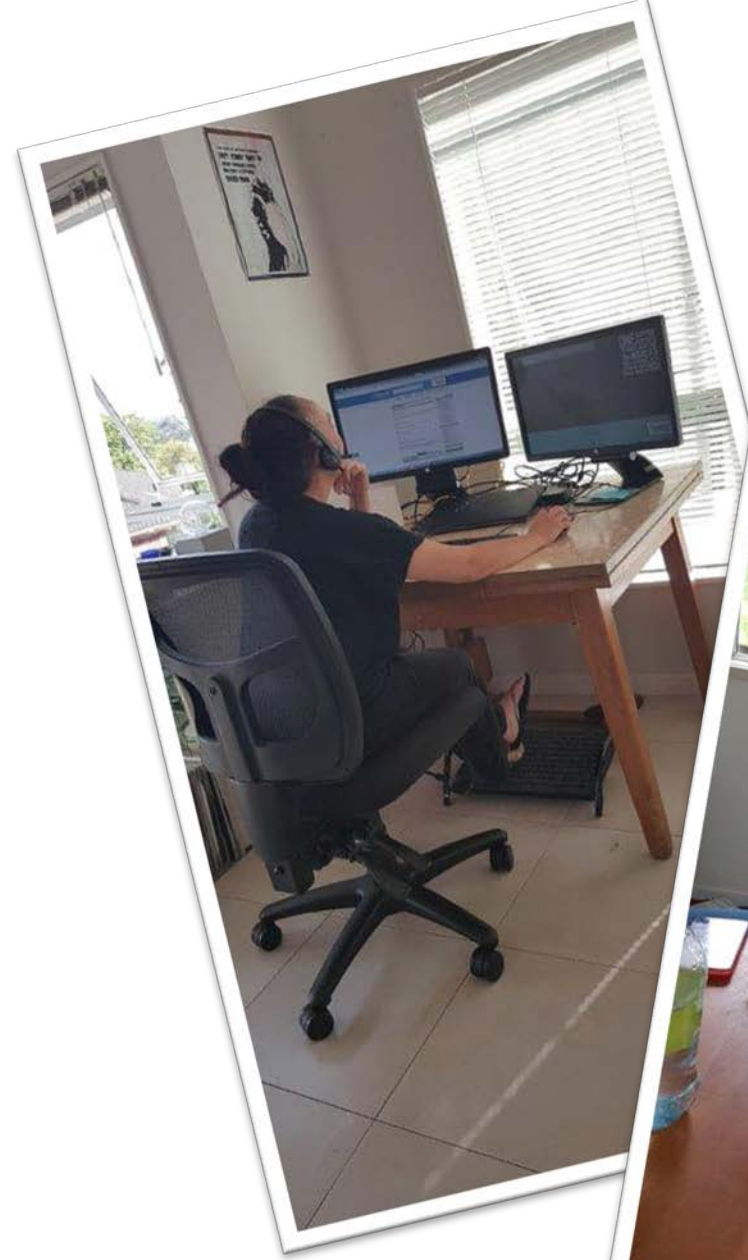
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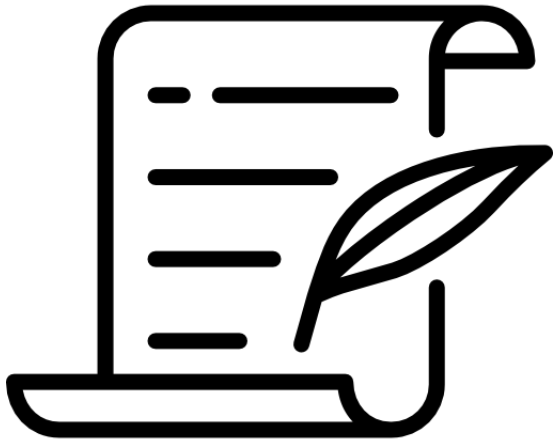


Auckland Council Contact Centre c. now

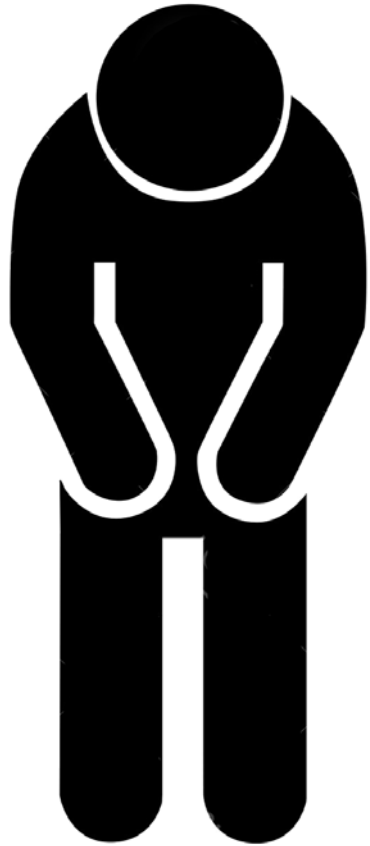


Te Kaunihera o Tāmaki Makaurau

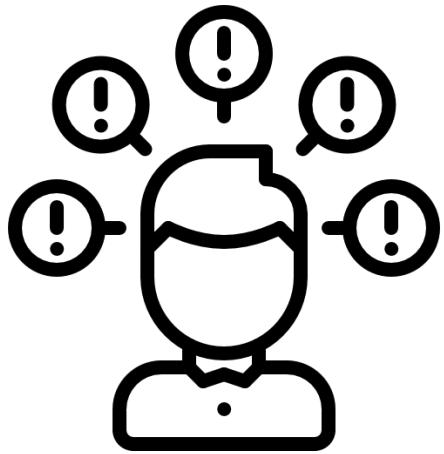




You'll have to write your own story!



Ask me stuff, now



1. Why do I want to do this?
2. What will enable this?
3. How do I get the team to lead this?
And, then
4. How do I sustain / grow this?