



Reserve Bank
of New Zealand
Te Pūtea Matua

ESAS/NZCLEAR HELP DESK SURVEY 2024.

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Total 55 responses Last year's total 38 responses

Every year we survey Exchange Account Settlement System (ESAS) and NZClear users to assess sentiment for our service level performance.

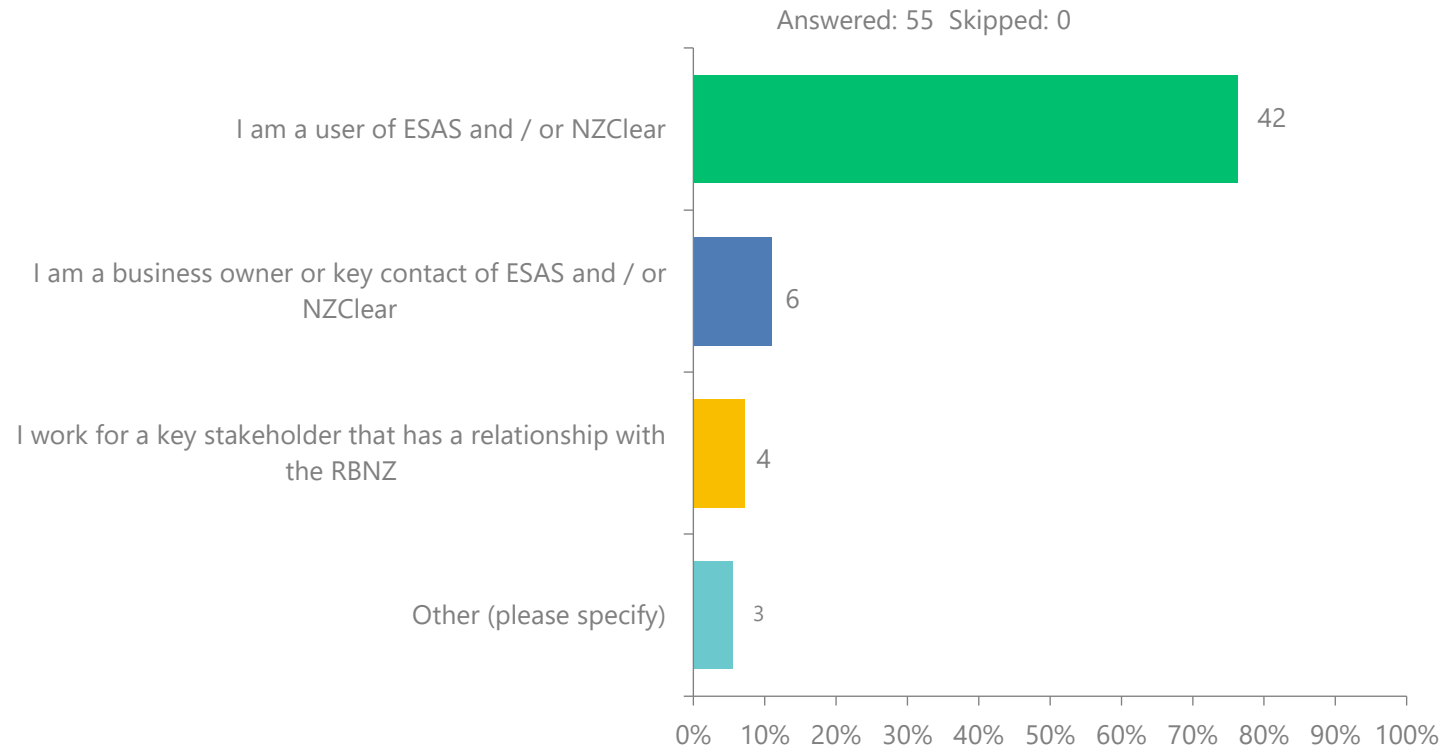
Survey closed 14 June 2024

Overall

- Maintained 100% rating of meeting or exceeding expectations for overall customer service (51% well above average, 37% above average, 12% meets expectations).
- Help desk staff considered to have appropriate knowledge of the system.
- Some people would prefer phone contact over email, particularly for troubleshooting.
- Some users found that JIRA can be a bit clunky and it's hard to follow the history of a ticket.



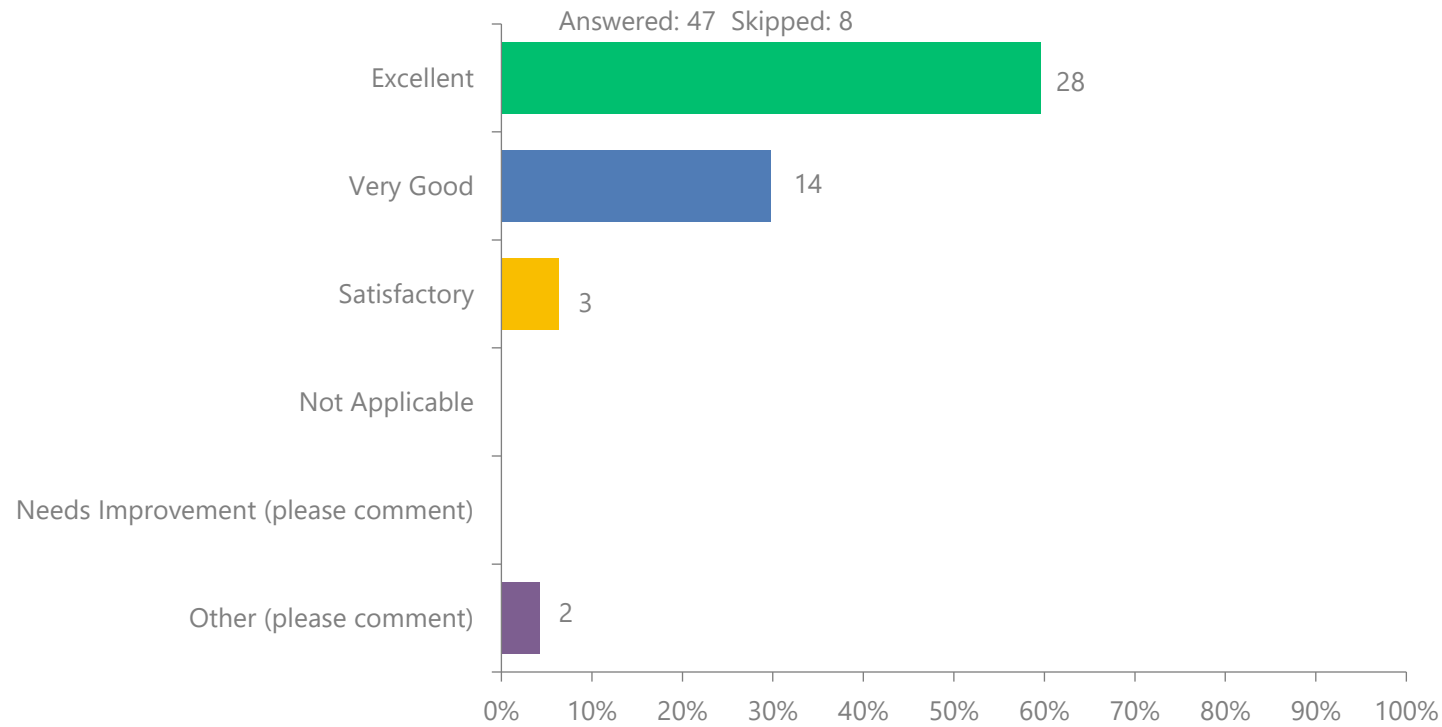
What is your main relationship with RBNZ?



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How do you rate our staff for being polite, approachable and friendly?



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How do you rate our staff for being polite, approachable and friendly?

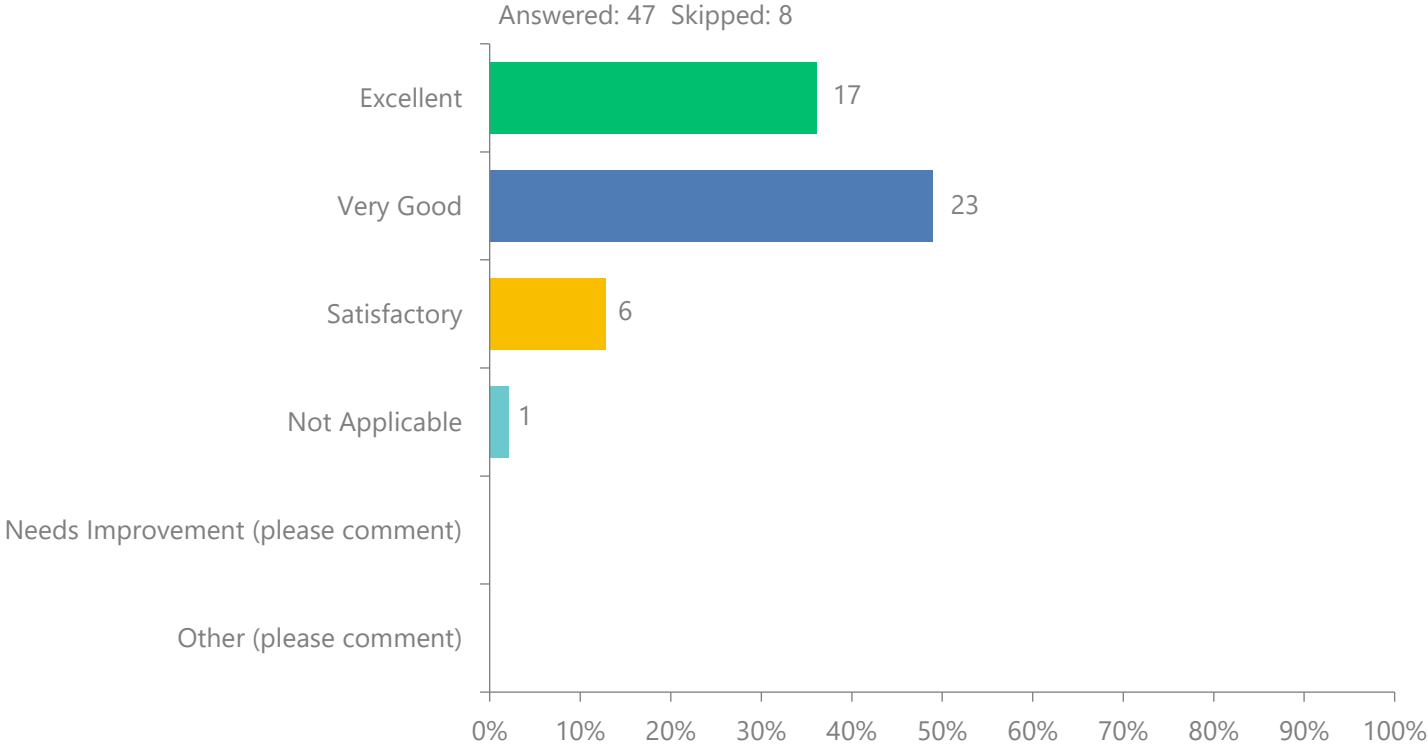


Comments

- 😊 Great Team, always helpful and efficient
- 😊 Always responsive, respectful & helpful



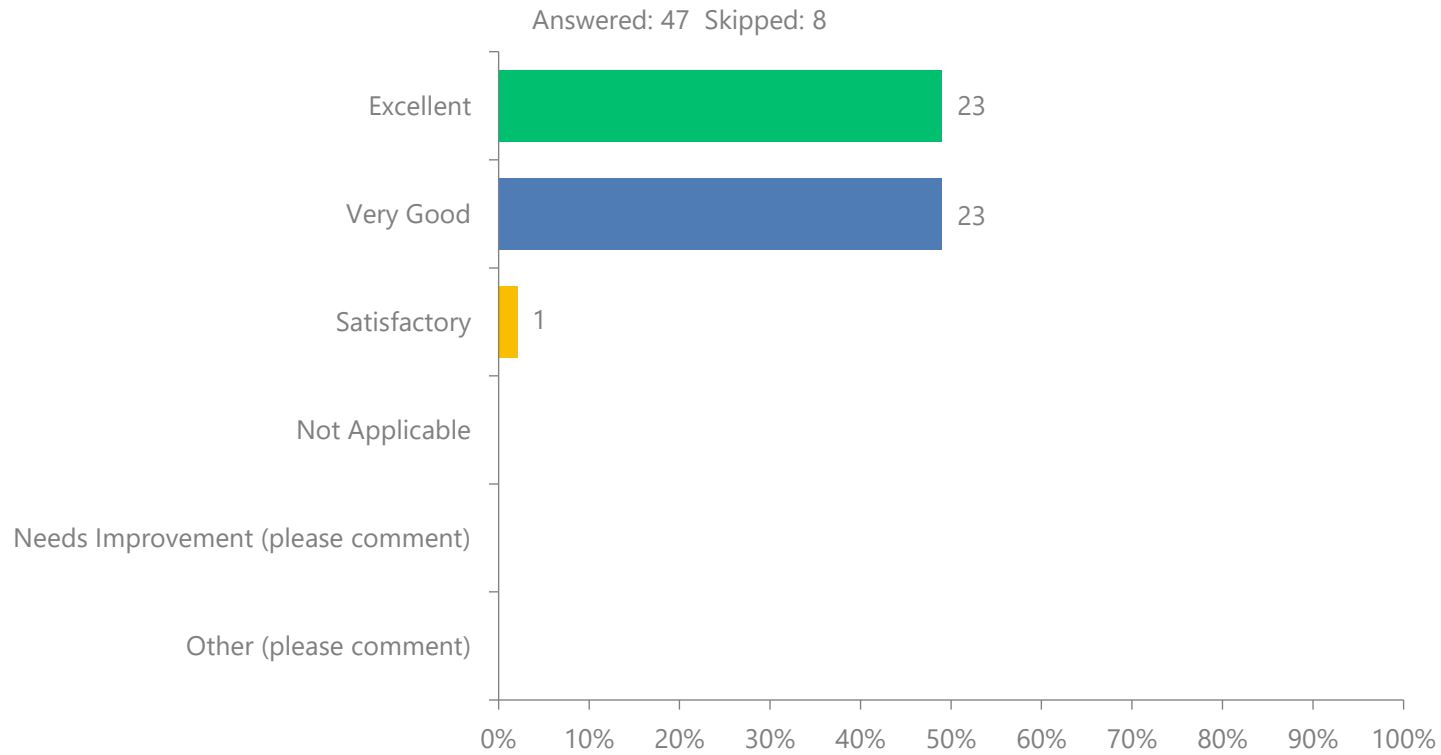
How do you rate our staff for providing accurate and timely responses to queries (i.e. On first contact)?



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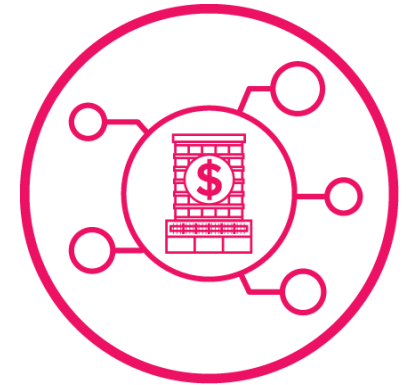
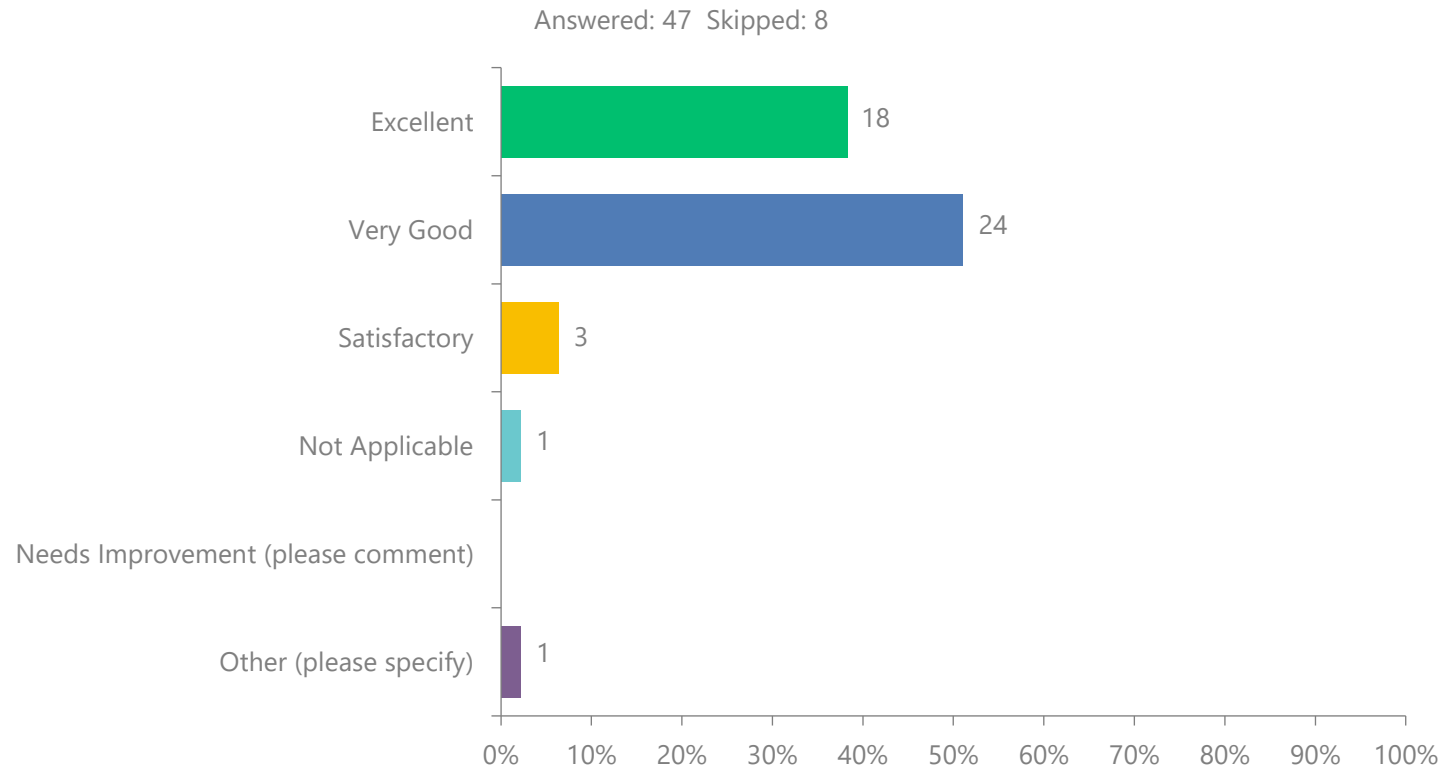
How do you rate our staff for having appropriate system knowledge?



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How do you rate our staff for having appropriate business knowledge?

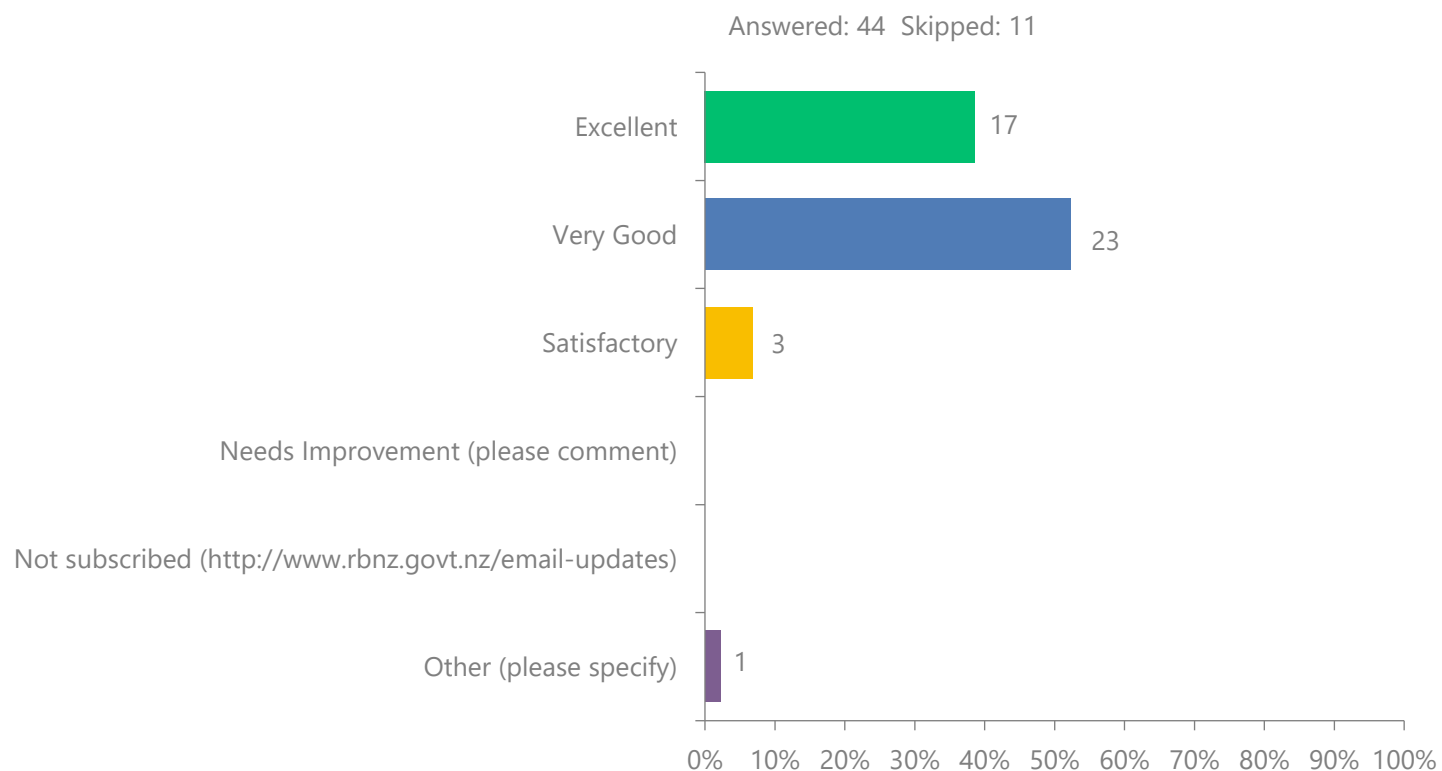


Would be awesome if the help desk provided maintenance schedule for ESAS TEST so customers can plan their testing around when it is down

RBNZ NOTE:
Please remember to contact the help desk to book a test slot as we may need to take the system down for unplanned maintenance.



How do you rate the timeliness and relevance of the information provided in the ESAS/NZClear emails and status updates?



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What suggestions do you have for improving the quality and effectiveness of communications with ESAS and NZClear members?



- I find the help desk email all a bit clunky, with the automated replies etc. If something is urgent, better to just call.
- Provide Maintenance schedules and post them ahead of time (and stick to them) so everyone can plan around these.

RBNZ note:

A phone number is provided on email responses

We have asked our Vendor to review our JIRA help desk tool and hope we can provide a more efficient and streamlined help desk tool in the future.

We don't publish long-term maintenance schedules for security reasons. If you have maintenance schedule questions, please contact: esas-nzclear@pshelp.atlassian.net.



What suggestions do you have for improving the quality and effectiveness of communications with ESAS and NZClear members?

- If we can view previous transactions that would be nice.
- The use of BCC can be problematic as it isn't possible to see who in our organisation is receiving the comms. We can look to solve internally but our preference would be for you to not BCC.

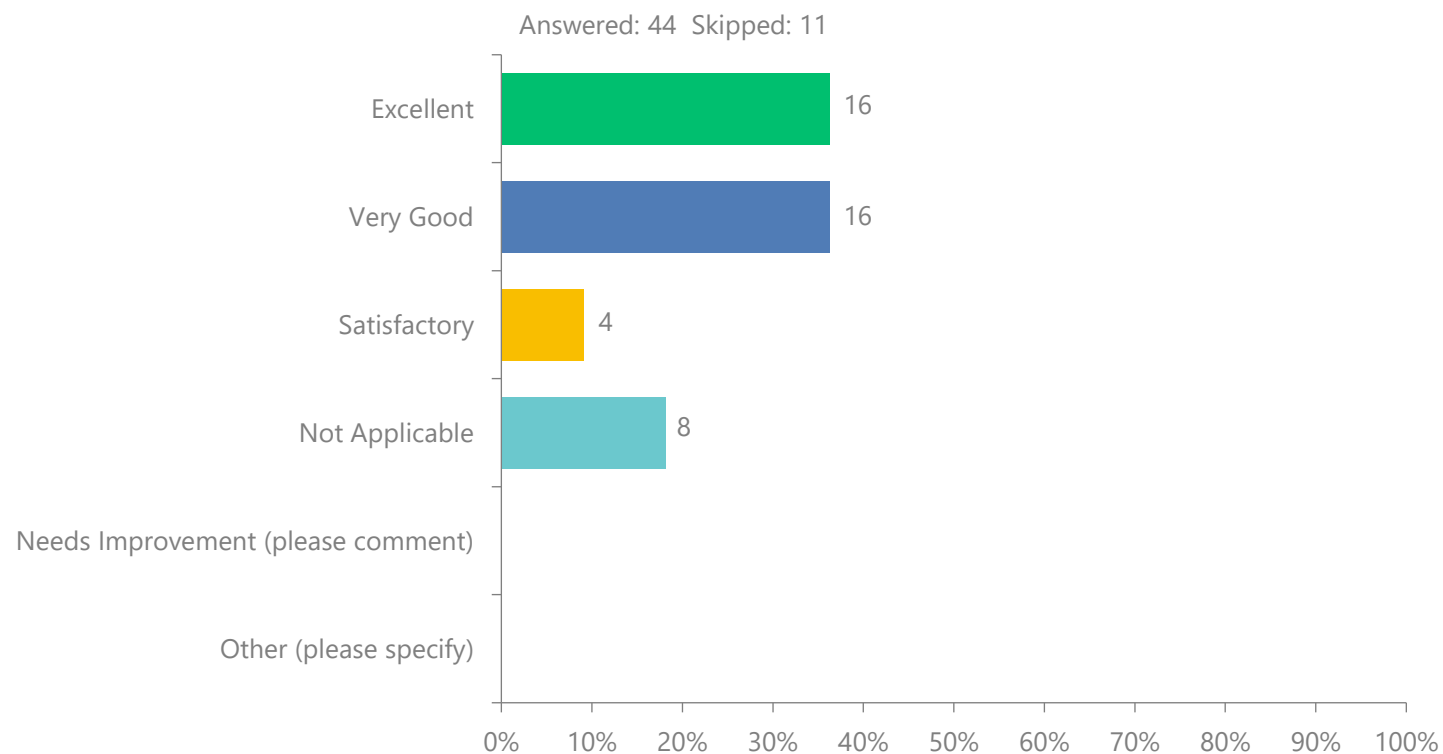


There are several ways you can view historic transactions. These are explained in Cognise, or you can contact the help desk for assistance.

We recommend you add relevant group email addresses for your organisation to our Mailchimp subscriber database for operational (including outage) messages



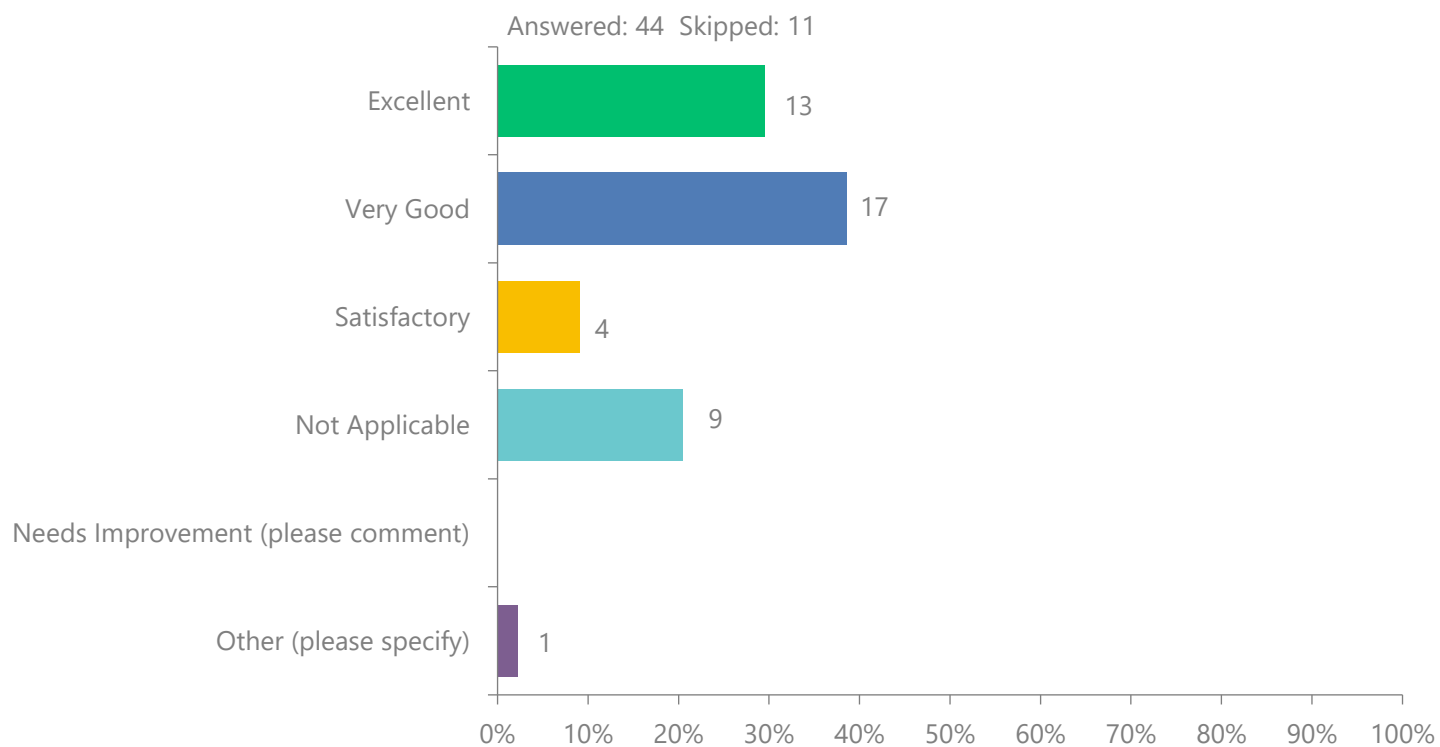
How do you rate our ability to provide Corporate Action information and processing in a timely and accurate manner?



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How do you rate our ability to complete processing of New Issues in a timely and accurate manner?



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What suggestions do you have for us to improve our processing corporate actions and new issues?



- Not sure if there is a specific amount of time we should allow for setting up new issues but if there is, would be good to share.
- Please allow to load new issues via phone when urgent.
- Transmit new issues and Corporate Action announcements via SWIFT
- Think when the system cannot handle a corporate action it is handed back to the members to deal with themselves but our stock is held with NZ... system could maybe do with an upgrade to do more adhoc tasks
- Would also like the ability for NZ Clear to debit cash off us when we do an election rather than having to submit it

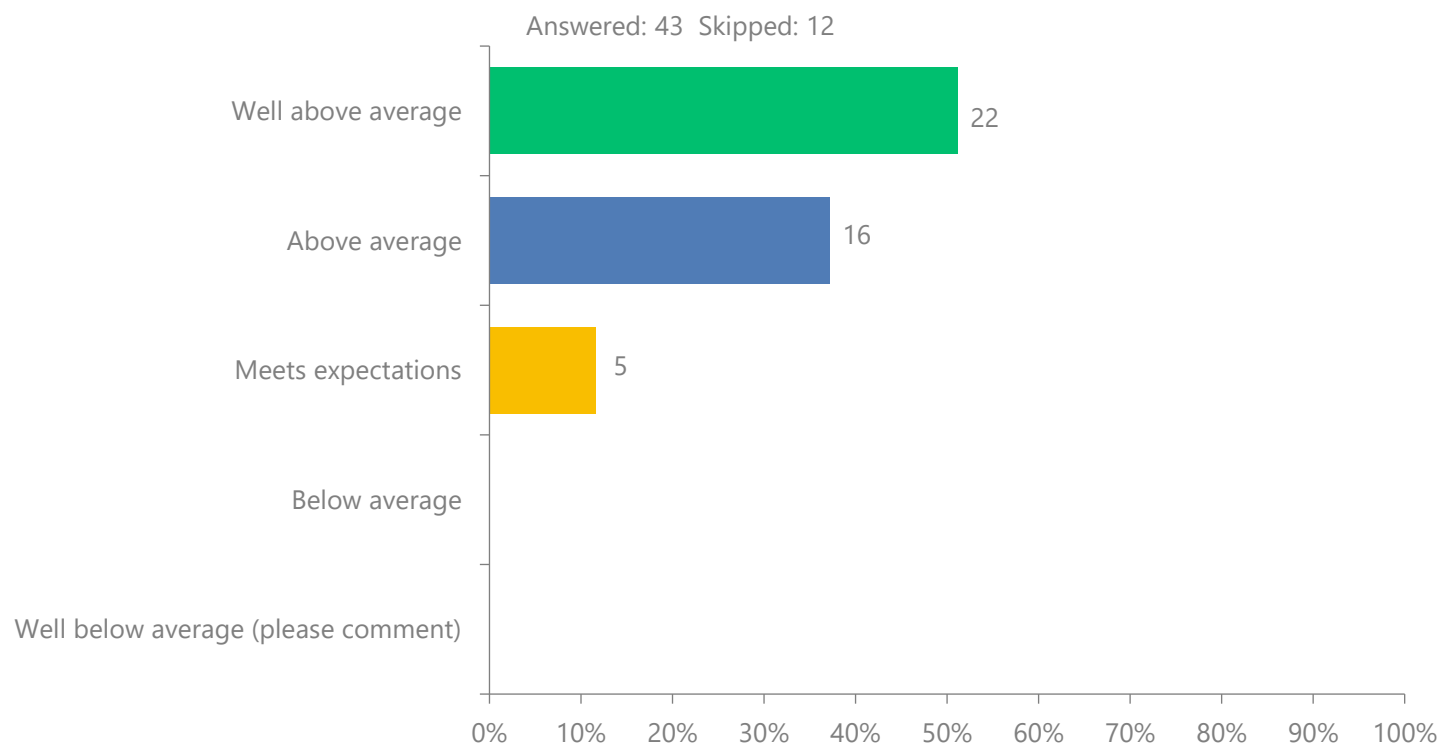
RBNZ note:

The RBNZ sometimes receives notification of new issues after NZClear participants. New issues are set up as soon as the information is made available

We continue to work with our vendor on Corporate Action solutions that will streamline processes and reduce the amount of manual intervention.



How do you rate our overall customer service?



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We appreciate your participation in the survey.

**We will be conducting another
help desk satisfaction survey in 2025.**

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