



Contact Centre Implementation

Managing the set up of a new Contact Centre

Situation

Following the findings of a Feasibility Study into setting up a new Contact Centre, Boston Mayflower asked Mpathy Plus to project manage the implementation and undertake other key activities within the project. The organisation were moving to a new head office in 6 months and required the Contact Centre to be active from the same time.

Action

- ▲ Developed the project governance including working groups for engagement of key stakeholders
- ▲ Calculated resource requirements to meet customer demand and prepared shift planning for the first month
- ▲ Supported recruitment of a new Customer Service Manager and Team Members
- ▲ Identified and mapped operational processes for agreed contact handling
- ▲ Developed a specification for Contact Centre telephony requirements and supported the client IT department during procurement
- ▲ Provided requirements for Contact Management system requirements and supported in-house development with feedback
- ▲ Developed a training programme for new team members comprising new processes, new systems, contact centre operations and customer service skills
- ▲ Delivered training as listed above with support from key process owners
- ▲ Provided support and mentoring services for the new Customer Services Manager
- ▲ Managed the project deliverables to a tight timescale

Result

- ▲ The new contact centre was fully operational on the first day of the new head office being open
- ▲ Customer satisfaction increased
- ▲ Targets for call handling and first point resolution met within 2 months
- ▲ Catalyst for change to organisational culture to become more customer centric
- ▲ Increased 'out of office' time for customer facing staff
- ▲ Improved efficiency

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