






Contact Centre Efficiency Health Check

Measuring value for Money

What does it do?

The Mpathy Plus Contact Centre Efficiency Health Check will review customer service functions and advise on performance improvement opportunities with a focus on:

-  Increasing value for money
-  Improving efficiency
-  Reducing costs.

The output will be a report with a list of recommendations that will help you to achieve your objectives.

The Health Check includes an initial meeting, a 2 day on-site review and a summary report identifying opportunities.

Why should you buy it?

- Do you need to demonstrate that your contact centre is delivering a good quality service that provides real value for money?
- Is your contact centre efficiency as good as it could be?
- Are you being asked to reduce your costs?

With the current economic climate causing many CEO's and Finance Directors to examine budgets for potential cost savings, the Mpathy Plus Health Check is the tool to support Customer Service Managers and provide the answers.

Our guarantee is that if we are unable to make any recommendations then we will waive our fees.

For further information about Mpathy Plus please use the contact details below for a free initial consultation.

Features

An assessment of efficiency in multiple areas including:

Management & structure; Capability, performance management, reporting, time utilisation, motivation, structure, resource planning

Technology and Tools; Suitability of IT, use of technology, telephony, CRM, user interface, MI, scripting

Customer Insight; Call avoidance & reduction, customer insight, effective use of data

Process; Operational management processes, service delivery processes, end to end process, communication, escalation

People; Recruitment, retention, training, competence, capability, staff development, feedback