



Operational Review

A comprehensive review of a Contact Centre

What are the benefits?

An independent insight into the strengths and weaknesses of all elements of a call centre operation. A review identifies current issues and recommends opportunities for improvement. The review examines efficiency and effectiveness of performance from commercial and customer experience perspectives. Covering operational and strategic areas, the review will check alignment to corporate strategy and business plans.

Stakeholder engagement is critical and will include meetings with Directors, Senior Managers, Contact Centre Management team, IT, HR and spending time with front line staff.

How does it work?

The contact centre service is reviewed by experienced consultants against best practice. It examines what is being delivered, how it is being delivered and why.

The review consists of stakeholder interviews, call/contact monitoring, audit of documentation, analysis of data/information and ongoing observation. This culminates in the analysis of findings enabling the preparation of a report and presentation including recommendations together with potential costs and timescales.



Features

- A comprehensive report provides an independent perspective supported with recommendations for improvement
- Completed on site by experienced experts in contact centre operations
- Ongoing feedback and discussions throughout
- Check for operational effectiveness, efficiency and alignment to corporate plan
- Presentation supports report with opportunity to discuss findings and recommendations