

Call Centre Strategies



Fun/morale

Top Ten Contact Centre Strategies

10. Fun/morale

- Do you and your staff look forward to coming to work?
- Does performance vary due to mood over the day/week/month - do you know why?
- Do you have any silly rules to "control" staff that should be dropped?
- Are any of the "fun" things you do becoming stale?

Call Centre Strategies



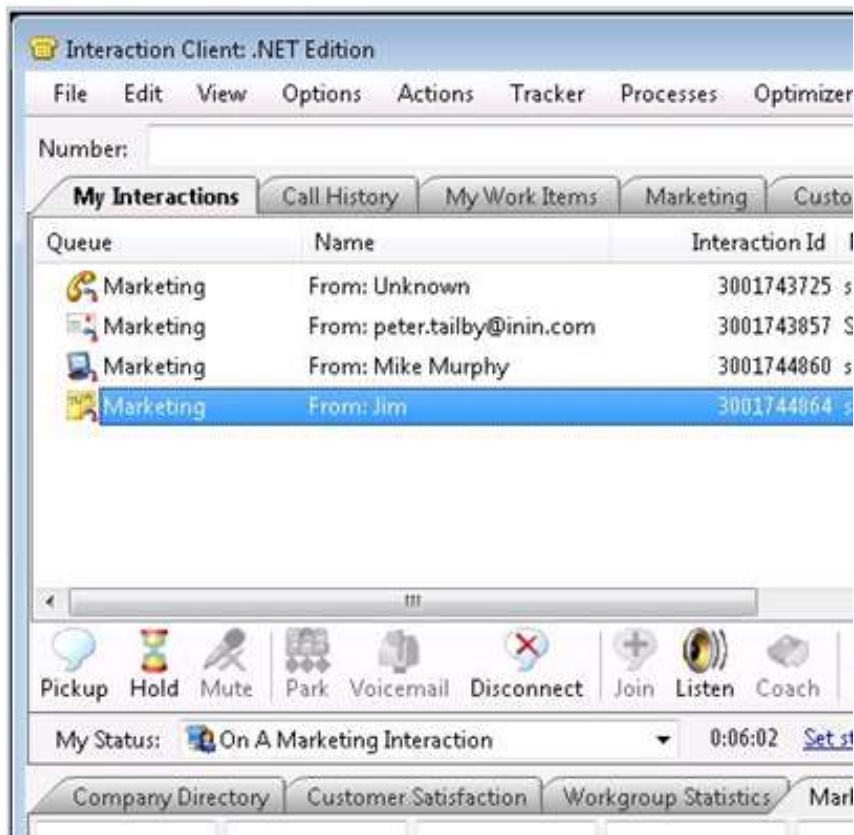
Do ALL channels well

Top Ten Contact Centre Strategies

9. Do ALL Channels Well

- Phone, Web chat, Email, Text, Social, Mobile, Letter
- Do you "promote" great service?
- Do you respond in a timely way, as your customers would want it?
- What percentage of your contacts is not voice

Do all channels well..



- Move on from the silo's
- Can never be consistent
- Customer suffers
- Costs more

- Deploy true all in one
- Easier to measure
- Easy for agents to use
- Happier customers

Call Centre Strategies



Self / Staff Development

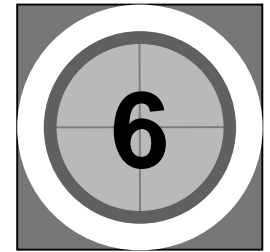
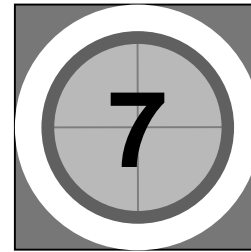
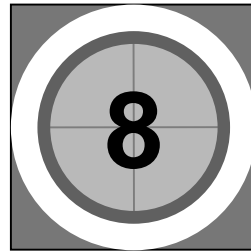
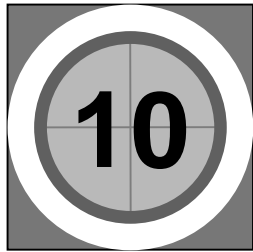
Top Ten Contact Centre Strategies

8. Self/Staff Development

- Are you too busy handling day-to-day issues that you/the company have neglected your personal development?
- Are you personally totally up-to-date with latest trends in the market place?
- Do you need more training to achieve your, and your people's career goals?

Top 10 Strategies

Part 1 - This week...



Part 2 - The final 5...



Call Centre Strategies



Bang the Drum Internally

Top Ten Contact Centre Strategies

7. Bang the Drum Internally (Communicate and Collaborate)

- Are you happy with your internal profile?
- Do other departments and management really know what you do and how important it is?
- Are company career paths designed to ensure exposure to the contact centre?
- Do you use industry awards programmes to promote yourselves?

Bang the drum internally

- Interaction Web Portal



Call Centre Strategies



Performance

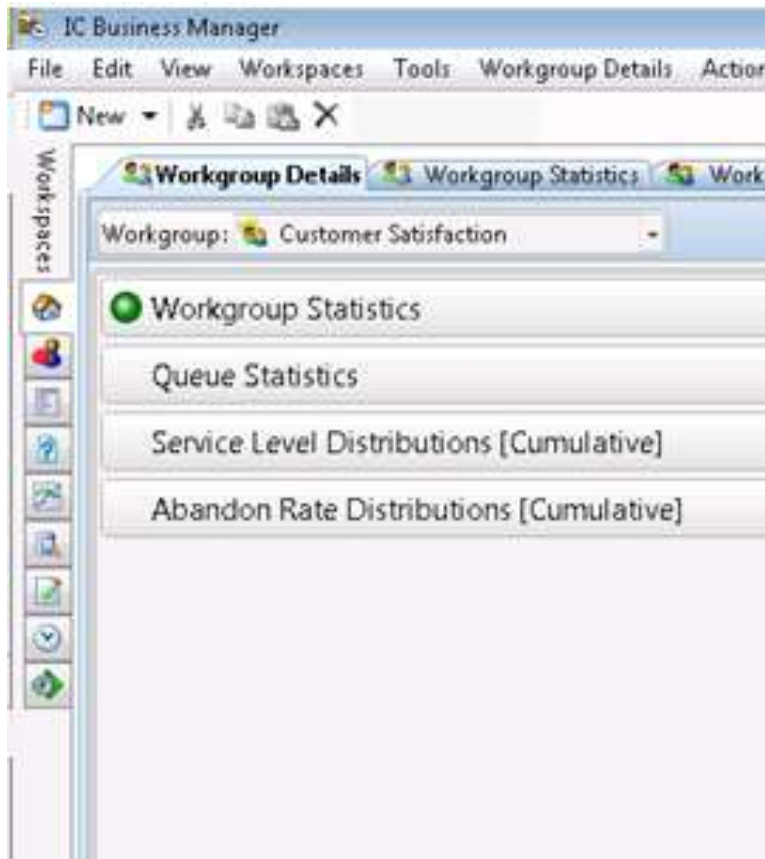
Top Ten Contact Centre Strategies

6. Performance

- Do you benchmark with other organisations, especially those in different market sectors?
- Are you maximising performance by having strong liaison with other departments in the organisation, especially marketing and sales?
- Are all processes that maximise your performance under your control?

Performance: Tools “are” in your control

- Interaction Centre Business Manager (ICBM)



- Workspaces tab's to access;
 - Real-time Reporting
 - Historical Reporting
 - Quality Management
 - Real-time Speech Analytics
 - Workforce Management and Agent Adherence
 - Customer Satisfaction Surveys
 - Process Automation

Contact Centre Strategies 10 - 6

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9. Do ALL Channels Well

8. Self/Staff Development

7. Bang The Drum Internally

6. Performance