



CONTACT CENTRE BLUEPRINT

THE FUTURE-FOCUSED
CONSULTANCY SERVICE



BUILD A STRONG FOUNDATION FOR THE FUTURE OF YOUR CONTACT CENTRE.

Our Blueprint consultancy service gives you a holistic view of your contact centre, with a focus on key operational areas such as people, process and technology.

By understanding the current state of your contact centre, we can pinpoint opportunities for improvement and propose a roadmap of initiatives and objectives to take action on.

Blueprint: The Process

The power of Blueprint is its simplicity.

Our four-stage process is designed to deliver rapid results, built around a solid understanding of your contact centre landscape.

1: Discover – we start by gathering high-level background information through remote interviews and documentation reviews.

2: Evaluate – using on-site and/or remote assessments, interviews, observations and analysis of contact centre data, we develop a complete picture of your environment and performance.

3: Analyse – we review our findings and produce a draft report for your review. At this stage we agree any specific areas of focus for the final report.

4: Recommend – you receive our summary of findings and recommendations, as well as potential financial benefits.



WHY IPI?

IPI are unusual. We're a technology consultancy, but we understand that technology isn't the answer to every question.

After spending 20 years working closely with contact centres, we know that technology is typically only half the challenge. To provide exceptional customer contact requires an engaged workforce, all knowing what's expected of them and backed up by sustainable and efficient processes.

Our consultants believe in adopting the latest technologies, but only once their value is proven in the demanding contact centre environment. This environment can be confusing, which is why we're here to support you at every step of the journey - providing simple advice and guidance through to consultancy programmes and full-scale contact centre deployments and optimisation.

Working with a diverse group of clients in multiple sectors ensures our knowledge of contact centre culture, processes and practices is always current.

Previous initiatives that our consultants have helped clients with:

- ◆ Maximise feature utilisation from existing contact centre platforms to improve operational efficiency and customer experience
- ◆ Identify pain points and map target journeys to improve Customer Satisfaction
- ◆ Create omnichannel contact routing strategies to improve service level and employee performance
- ◆ Uncover opportunities for contact deflection, self-service, and automation to reduce costs
- ◆ Roadmap future technology adoption based on customer needs to innovate and delight both customers and employees



PEOPLE, PROCESS, TECHNOLOGY

CONTACT OUR EXCEPTIONAL TEAM

Our team are experts at problem solving and opportunity spotting. They'll understand the true nature of your operation and will be invaluable in delivering a wide range of innovative ideas and opportunities to optimise your contact centre.



Discover



Evaluate



Analyse



Recommend

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