



# CONSULTING SERVICES

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YOUR CONTACT CENTRE PARTNERS



## NAVIGATE, RESOLVE, EXCEED

Our consulting services are designed to help you define your challenges, map your journey and engineer your success.

Contact Centres are challenging environments. They are often the interface between your organisation and your customers, and can be the point at which complex interactions, demanding customers, and convoluted processes all intersect.

Our consultancy services provide clarity and a foundation from which to achieve your desired business outcomes. We can help you identify challenges, implement solutions, and optimise your people and processes.



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# WHY IPI?

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With two decades of expertise exclusively in Contact Centres, we have learned the intricacies of Contact Centre technology, processes, roles and demands. We understand the realities of running a Contact Centre, as well as the practicalities of making advanced software deliver its full potential.

We offer a blend of deep Contact Centre expertise with decades of technology experience. This unique balance means that we can bring you the most appropriate technology for your needs, and ensure your people are equipped to deliver exceptional customer experiences. We ensure your business gets the full benefit of your Contact Centre technology to achieve measurable results, significant performance improvements and CX enhancements.



# **COMPLETE CONTACT CENTRE**



# BLUEPRINT

## A holistic view of your Contact Centre.

Examine the performance of your people, platforms and processes, and identify the obstacles that are blocking customer experience, inflating costs and frustrating your employees.

The Blueprint is a holistic review of your overall Contact Centre operation. The first step is to understand your goals and the challenges you face right now. Our consultants then spend time learning about your Contact Centre, analysing performance data and assessing your technical infrastructure, processes and platforms. We will focus on the challenges you are experiencing now.

The Blueprint report will provide you with:

- An overview of your current operation and challenges faced.
- Recommendations for changes based on short, medium and long term objectives
- High level roadmap and initiatives

**RECOMMENDED FOR:** Contact Centres that need to go to the next level. You may be on the cusp of major change, underperforming against expectations, or responding to organisational challenges. Blueprint gives you clarity to move forward.

**TIMELINE:** 2-4 weeks

### **BENEFITS:**

- Uncover process improvements and efficiencies
- Increase technology adoption and ROI
- Develop a clear understanding of how your Contact Centre can support the delivery of your strategic and tactical goals
- Prioritise next steps for your Contact Centre



# OPTIMISE

## Identify and action the small changes that produce big results.

Our Consulting Team can help you navigate specific challenges to achieve measurable results.

You can also use Optimise consulting days for regular review meetings, monitoring progress, tracking KPIs, and supporting your team. This could include supporting the roll-out of new features, delivering targeted refresher training, and leading Insight & Innovation sessions.

Our consultants can help you achieve measurable results in areas like call handling times, workforce productivity and efficiency, customer expectations, churn, cost controlling, enabling growth, and agent attrition. Optimise consulting days can be used flexibly to address short-term needs, or they can be part of a wider package to facilitate a new project.

**RECOMMENDED FOR:** Post-implementation reviews, Blueprint follow-ups, targeted initiatives, measurable results and driving best practice.

**TIMELINE:** 2-4 weeks

### **BENEFITS:**

- Expertise on-demand
- Accelerate your success with support from subject matter experts when you need it most
- Pay-as-you-go





**PEOPLE**



# WORKFORCE ENGAGEMENT MANAGEMENT

## Implementation and optimisation.

Your agents are the engine of your Contact Centre. And we can help them perform at their best, deliver exceptional customer experiences, and feel content in their role.

Workforce Engagement Management covers so many core areas of the Contact Centre, including resource planning, quality and compliance, speech and text analytics, customer feedback, and performance management and gamification. That is why it is at the heart of our consultancy practice and something we major on at IPI.

Our experts review your current WEM processes to identify opportunities to streamline operations, improve the agent experience, and give customers faster and more satisfying resolutions. These steps produce measurable outcomes and compelling business benefits.

Our services can cover:

- Overview of WEM benefits
- Current challenges and requirements
- WEM feature matching
- Internal effort and cost breakdown
- Recommended initiatives, improvements, or solutions
- Training on systems and best practice processes

**RECOMMENDED FOR:** Growing Contact Centres or those with spiralling costs, underwhelming CX or high staff turnover.

**TIMELINE:** 2-4 weeks

### **BENEFITS:**

- Enhanced customer experiences
- Reduced TCO and accelerated ROI
- Improved employee satisfaction and agent retention





# EVOLUTION



# INSIGHT AND INNOVATION WORKSHOP

These workshops look at your current operational, industry and technology landscape to understand challenges and upcoming opportunities.

Contact Centres contain a mix of people, processes, and technology, all trying to come together in real time to satisfy ever more demanding customers. The options for improvement, both for optimising what you already have or looking at what else could be of help now and in the future can be daunting. Our Insight and Innovation Workshop helps simplify your next actions by looking at some of your biggest challenges and opportunities and providing assistance and guidance based on our experience of the Contact Centre industry.

These workshops cover three strands of activity:

- Strategic
- Technical
- Optimisation

**RECOMMENDED FOR:** Businesses that want to sense-check aspects of their operations, capitalise on opportunities, and address specific, immediate challenges.

**TIMELINE:** 1-2 days

**BENEFITS:**

- Rapid results to current challenges
- Seize opportunities
- Agile solutions to changing needs



# SMARTADVICE

## Expertise on-demand.

Get the expert support you need, when you need it.

Our SmartAdvice service connects you with IPI experts, so you can get guidance on implementation, configuration and best practice of your Contact Centre platform.

This is ideal as a follow-up solution following implementation, migration, or a consultancy project. With SmartAdvice you get faster responses, delivered remotely, without needing to book entire days of consultancy time, organise purchase orders, or schedule major projects.

**RECOMMENDED FOR:** Contact Centres that require expert assistance to answer everyday “how to” questions and to review more complex challenges.

**TIMELINE:** On-demand through scheduled appointments with IPI experts

### BENEFITS:

- Maintain momentum as your Contact Centre evolves
- Affordable access to bite-sized expertise
- Confidence that your Contact Centre initiatives are on-track



# TRAINING AND ENABLEMENT

## Power to your people.

Get more from your technology investment with customised training packages.

Are your new technologies delivering the promised benefits? Our Consulting Team can provide bespoke training and support to ensure that your people are perfectly aligned with your processes and your platform.

We offer end user and superuser training on Avaya / Verint and Genesys technologies, as well as training on best practices. Training and support services are developed around the unique needs of your Contact Centre, taking into account your current challenges, your goals, your people, and your platform.

**RECOMMENDED FOR:** Organisations that want to support and develop their employees to ensure that those employees are capable of utilising your Contact Centre technologies to its best advantage.

**TIMELINE:** 2-4 weeks

### BENEFITS:

- Increased and accelerated return on technology investment
- Improved employee satisfaction and staff retention
- Enhanced customer experience and outcomes

# RELIABLE AND CONSISTENT EXPERIENCES

Contact our exceptional team for a free consultation or a quick chat.

Get answers to your questions about Customer Experience and how to manage your interactions smoothly and efficiently. Our experts will guide you through our solutions and advise you on how to get the best for your customer relationship.

## TAKE THE NEXT STEP



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