

Contact Centre Fitness Cafe

Workshop: A strategic approach to taking your performance to the next level



Anyone who's ever pledged themselves to a fitness journey understands that it requires commitment, resources and drive. Without one of these tenets, the pursuit of fitness will wobble and waver. Likewise, Contact Centres can only flourish if they commit to realistic goals, invest in the necessary resources and push forwards with the motivation to succeed.

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.

This workshop is the ultimate bootcamp experience for addressing some of your biggest challenges and opportunities. Our 'personal trainers' will provide

assistance and guidance based on real-world experiences in the Contact Centre industry.

These workshops cover three strands of activity:

- Strategic
- Technical
- Optimisation

Recommended for:

Senior Business leaders who want to sense-check aspects of their operations, capitalise on opportunities, and address specific, immediate challenges.

Timeline:

1/2 day – in-person or on-line

Benefits:

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

Time	Agenda
9:30am	Session 1: Arrival and introductions Discuss current landscape, challenges and goals
10:45am	Break
11:00am	Session 2: Explore solutions and approaches Agreement on focus areas and next steps
12:00pm	Close

Our approach

Cross-training refers to adding different types of training into your fitness routine to achieve a more rounded set of skills that when combined, boost performance in a desired area, and we apply the same principles to our approach. We will discuss the following topics to gain an understanding of your customer and employee experience, operational effectiveness and the best approaches for taking performance to the next level:

Contact Centre Metrics

What are the key metrics in your Contact Centre? We start by reviewing the Contact Centre's key performance indicators (KPIs) such as average handle time (AHT), first call resolution (FCR), customer satisfaction (CSAT), net promoter score (NPS), and abandonment rate. These metrics will provide insights into the efficiency, quality, and effectiveness of the Contact Centre's operations.

Processes

A high-level evaluation of the current processes of the Contact Centre, including call routing, script adherence, escalation procedures, and customer feedback mechanisms. We will identify any bottlenecks or inefficiencies and suggest ways to improve them.

Technology

The technology stack plays a crucial role in the success of a Contact Centre. We will assess the current technology solutions, including call centre software, CRM, and workforce management tools, and identify opportunities to optimise them.

Staffing and Training

Staffing and training are critical for a Contact Centre's success. We will evaluate the current staffing levels and the training programs to ensure they align with the organisation's objectives and recommend ways to improve them.

Customer Experience

We will discuss the overall customer experience and identify areas for improvement. This will include reviewing customer feedback, analysing customer complaints, and identifying opportunities to enhance customer interactions.

Using this approach, we can provide a comprehensive review of the Contact Centre's effectiveness, identify areas for improvement, and recommend actionable solutions.

The workshop is an opportunity for senior leaders to solve challenges, and collaborate to develop a plan to get your Contact Centre in shape.



TAKE THE NEXT STEP



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