



OPERATIONAL ASSESSMENT FOR CONTACT CENTRES



Improve efficiency, reduce costs, maximise customer interaction

What Is An Operational Assessment?

An Operational Assessment is a study of your contact centre traffic, resource planning, agent performance and service levels towards customers. It strives to answer the following questions:

- How effectively is your organisation using your current resources to satisfy your customers?
- How can you optimise and improve the relationship between service levels, agent satisfaction and operating costs?
- How much is this improvement worth?

The Operational Assessment offered by Datapulse and Teleopti provides a clear picture of your present situation and potential for improvement of your operations with the help of Teleopti CCC – one of the world’s leading workforce planning and management tools. Our experienced consultants analyse specific statistics from your contact centre based on our long experience with customers across five continents and many different industries. We then create an optimal resource plan in Teleopti CCC that is compared to the present situation. The study’s findings are summarised in a concise, illustrative and easy-to-understand presentation of approximately 20 slides.

What Are The Benefits Of An Operational Assessment?

A Teleopti Operational Assessment is a quick yet powerful study of the current situation in your contact centre that has several benefits. It identifies problem areas and their causes, and suggests proven improvements methods based on our experience; it highlights operating costs and benefits of the contact centre; it gives an informed insight into the potential Return on Investment for the WFM project and gives both parties a better understanding of the challenges and benefits on the road ahead.

In turn, this gives you a sound basis for any business case that you will need to deliver to business colleagues where the savings which you present as part of your case are based on your own operation rather than a generic off-the-shelf product.

The findings and conclusions of a Teleopti Operational Assessment can then also be used as a yardstick to measure the actual improvement after a Teleopti CCC implementation.

OPERATIONAL ASSESSMENT

What Is Required?

In order to be as realistic and relevant as possible, an Operational Assessment is based on statistics that you, the customer provide. We supply you with a standardised and user-friendly document to fill out with call statistics, agent data and some simple questions. This information is easily available from your current ACD reports, and the procedure should not take more than a couple of hours. We like to combine this information gathering exercise with a site visit which enables us to get a feel for the resource planning processes which are in place already and see how using the Teleopti CCC solution could underpin and improve upon them. This is entirely optional but it is definitely recommended as it helps us give a more rounded view of you as a potential customer of our solution and how it will benefit you.

All work is confidential and can be carried out under NDA if required.

How Long Does The Assessment Take?

The study takes our consultants up to one working week to prepare, after that the statistics are gathered. We will then present our findings and conclusions to you within two weeks of receiving the statistics, including time for further questions and answers when necessary.



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