

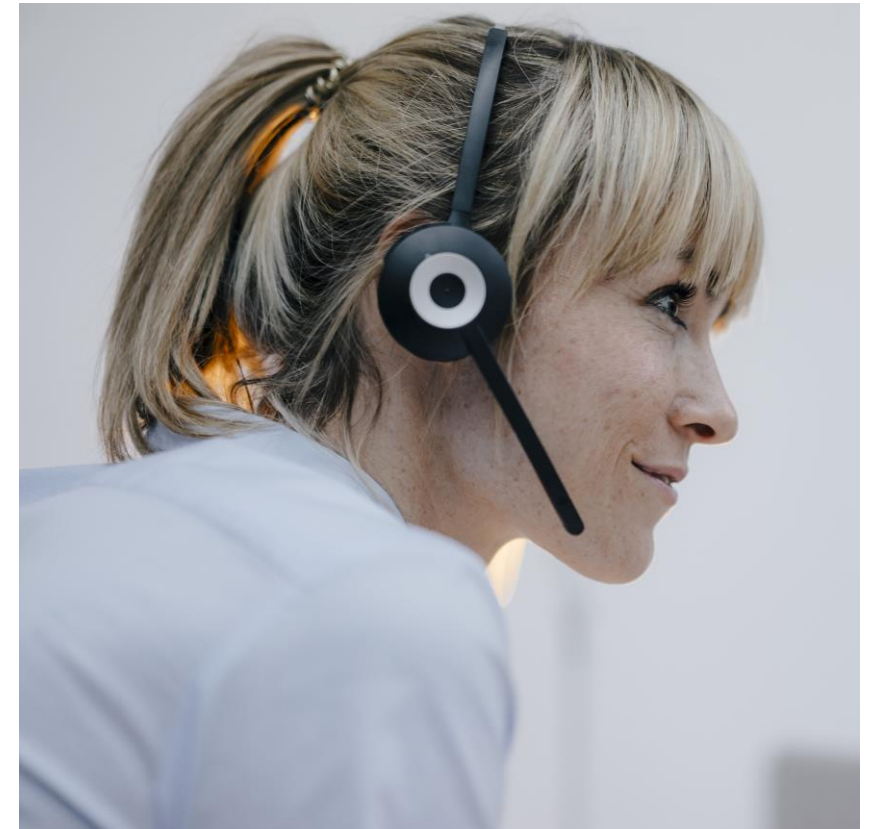
Contact Centre Health Check



Our Contact Centre Health Check is a great way of understanding what is happening in your contact centre. We typically spend several days on site, working with your staff and management teams to understand how your contact centre is performing and what opportunities for optimisation exist.

Before any health check we ensure we have a clear understanding of your objectives and concerns.

We will then complete a thorough deep dive into the way in which your contact centre operates, highlighting areas of strength and weakness and making recommendations to optimise performance.





Typically our Health Check covers;

- Review of IVR and in-call messaging options
- Queue structure and prioritisation
- Contact centre intelligence
- Data and analytics
- Intraday management
- Channel shift
- Resource & demand profiles
- Workforce optimisation
- Speech analytics and call monitoring
- Call quality indicators and monitoring approaches
- Culture health check
- Customer experience review
- Mystery shopping
- Customer Feedback & Surveys
- CSAT monitoring
- Predictive modelling
- KPI setting & review
- Performance management & culture

Problem Solving

We are often asked to explore challenges such as;

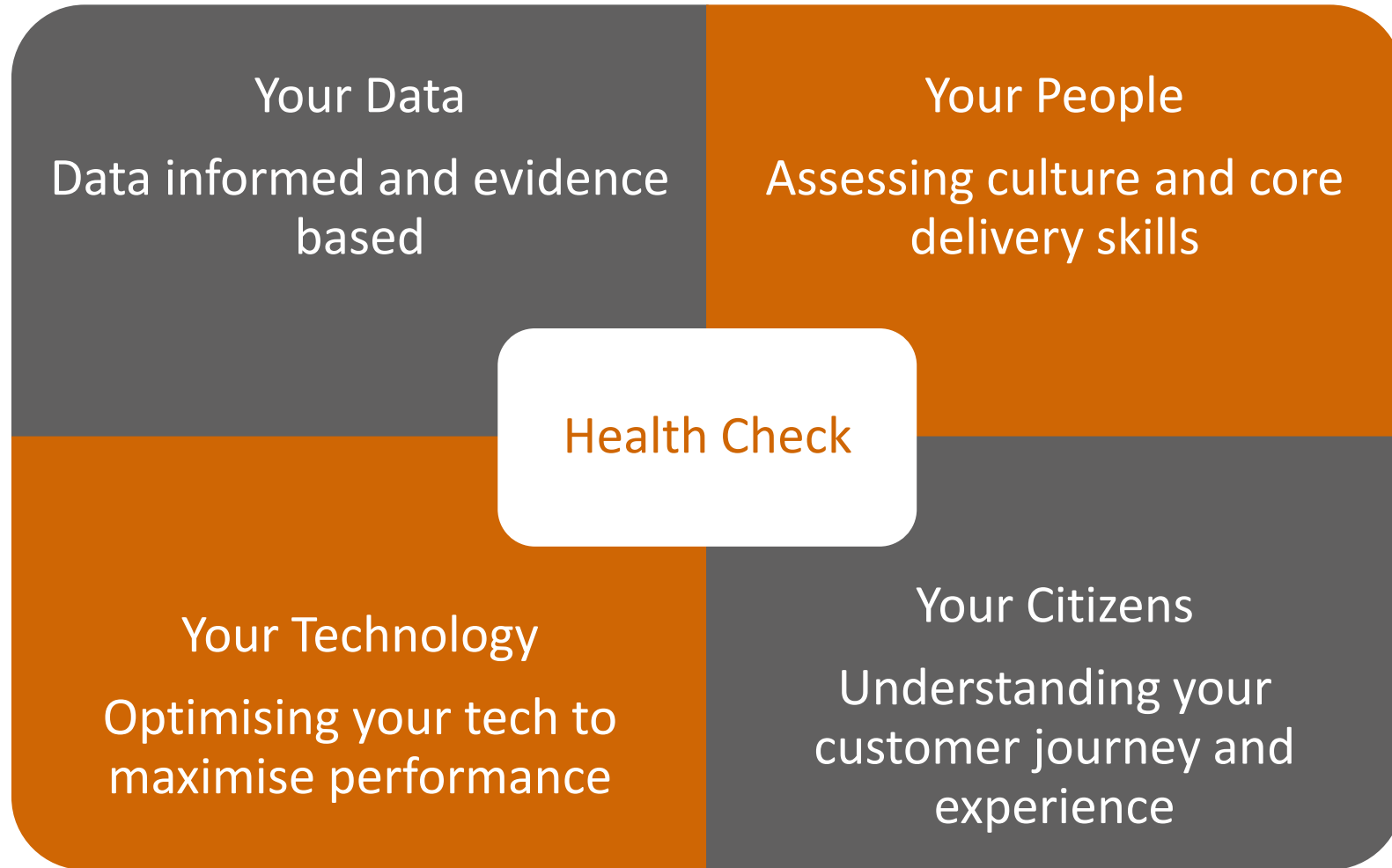
- High abandonment rates
- Low citizen satisfaction
- Poor customer experience scores
- Improving call performance
- Channel Shift
- Maximising current technologies to improve experience
- KPI Setting and performance benchmarking



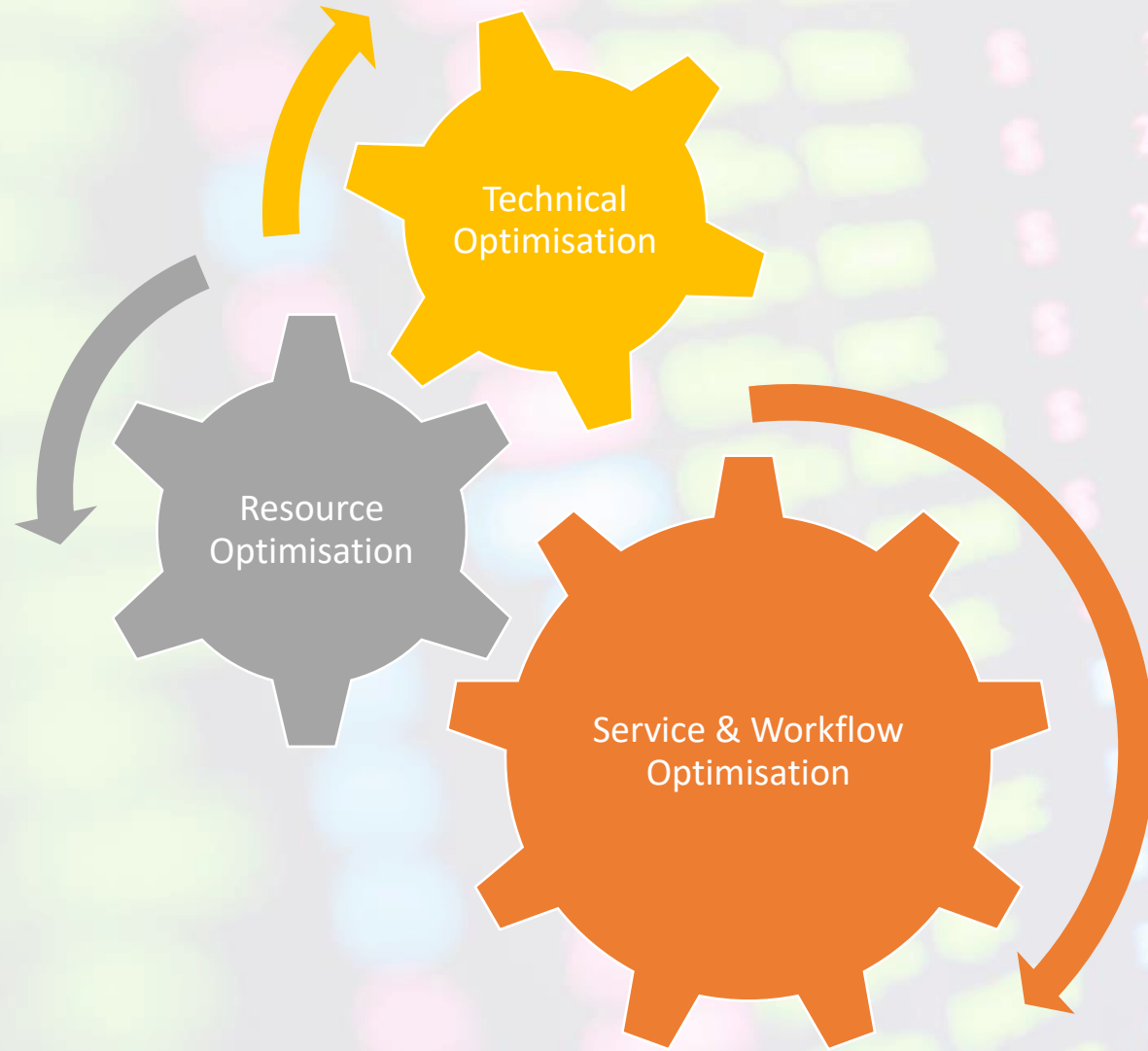
Our customers are often looking for support with challenges in

- Police
- Local Authority
- Social Care
- Emergency Services
- Health

Our Approach



Your Data



We analyse data around your contact centre, from volumes to resolution rates and from abandonment to resource volumes.

We use data to identify trends and patterns which can be used to optimise performance either with your people, your technology or your processes.

Our data analytics also provide a strong evidence base to support business cases or business transformation.

We don't just look at the data you do have, but can identify opportunities to mature your data picture further and close some of the gaps you may have.

Your People

However important your technology is, the core of contact is personal connection and citizen experience. Understanding how your staff are engaging with citizens and how you can empower them to unlock potential is critical to successful contact strategy.

We work with your leaders and staff to build a picture of how your contact staff operate and to understand the culture in relation to performance, customer experience, technology and efficiency.

We provide detailed intelligence aimed to support real and sustained cultural change which spans beyond the contact centre environment.



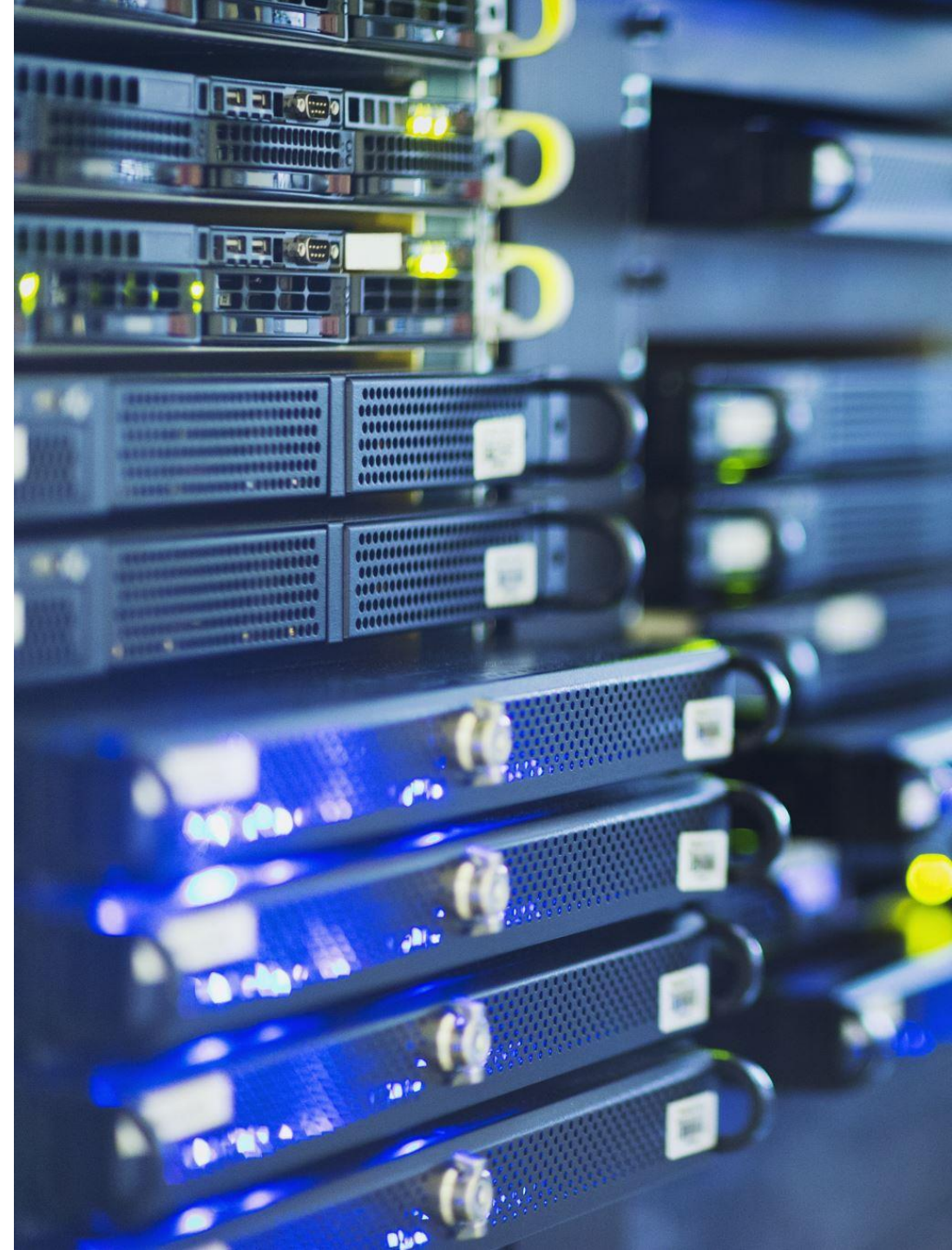
Your Technology

Our approach is completely technology agnostic. We'll work within the limitations of your existing technology to ensure you are fully exploiting the functionality to best manage your contact demand.

Depending on your needs we will advise on other functionality for you to explore to improve your contact experience for citizens and staff, but you can be reassured that we do this completely objectively.

If you do need support to replace or upgrade technology we can support you with preparing tender requirements and to explore potential functionality to meet your needs.

Whatever your approach to technology, we will help you to get the most from your systems.



Your Citizens



Your citizens are the experts in their own experience and we work with you to utilise their expertise to improve your customer journey.

We will map a citizen's journey through your contact centre and beyond, identifying the key challenges they face.

Our citizen or customer journey mapping focuses on both the visible and invisible customer journey – what your citizens experience and the behind the scenes activity which makes it happen.

We focus on looking at the aggregated journey and explore how altering silos and pinch points in your journey can have a positive impact on citizen outcomes and experience.

We can support with real co-production of contact services.

Health Check Time Line

A typical Health Check balances gaining a full understanding of your challenges and options with a swift turn around to allow you take action quickly to maximise the benefits of improvements made. An indicative timeline might be;

Activity	Time Required	On Site / Off Site
Initial Requirement Gathering	2 - 4 hours	On Site or Remote via Teams / Zoom
Data Review and Analysis	1-2 Days	Remote with access to data contact
On Site exploration Sessions	2-3 Days	On Site or remotely managed workshops and interviews
Citizen Feedback	1 Day	Remote via survey and interviews
Technology Review	1 Day	Remote with access to operational link
Report completion and Feedback	2-3 Days	On Site presentation or remote

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Information
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