



CUSTOMER CONTACT CONSULTING SERVICES

CONTACT CENTRE OPERATIONAL REVIEW

How we can help

Our Contact Centre Operation Review helps you:

- Improve existing processes and/or technology
- Reduce complexity in operational environment
- Improve service levels and customer experience.

About this service

The service provides you confidence that Contact Centre product capabilities match business requirements and delivers bespoke Business Improvement Plan, focused on people and processes and cost-benefit/ ROI analysis.



WHAT'S INCLUDED

- 01. Project Brief**
Examine the operational outcomes required and define the project brief.
- 02. Review Current State**
Audit the effectiveness and profitability of current Contact Centre environment, including assessment of customer experience, enterprise engagement and operational enablement.
- 03. Define Future State**
Develop understanding of best case future state, inclusive of vision and success criteria.

HOW WE DELIVER

In addition to 'what's included', the following are our responsibilities as part of this service:

- Ensure identified Contact Centre operational managers and staff are available for information gathering sessions and to provide input (workshop or 1:1 interview) when required.

HOW YOU CAN ASSIST

The following are ways in which you can help us deliver your service:

- Assessment of current environment, comparison to industry benchmarks
- Future business vision, recommendations to achieve business goals
- Gap assessment and remediation options
- Documented operational improvement roadmap.

RELATED SERVICES

- Contact Centre Consulting
- Contact Centre Strategic Planning
- Contact Centre Business Requirements

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