

# Performance

CONTINUOUS  
IMPROVEMENT

## The inTELEgent Contact Center Review

Examine, Analyze, Understand, Improve



### Somerset Group Consulting, Inc.

#### InTELEgent Contact Center Review

The Call Center Performance Review provides Call Center managers with an objective analysis of their Call Center environments. The Review examines all aspects of the Call Center environment and provides recommendations for short-term and long-term improvement. The Review is performed by three Somerset Group Consultants.

The review is preceded by the pre-review data collection period. During this time period the client completes the pre-review questionnaire and collects the call activity data required to complete the study. All of the data is sent to SGCi prior to the start of the review.

The length of the review is dependent on the size of the team.

- For small Call Centers the study lasts for three days on site followed by one and a half days for document preparation and the executive review.
- For medium Call Centers the study lasts for five days on site followed by two and a half days for document preparation and the executive review.
- For large Call Centers the study lasts for nine days on site followed by three and a half days for document preparation and the executive review.

#### Overview:

The Review includes in-depth analysis of the critical performance areas, performance statistics, and other operational issues.

The result is a comprehensive study document that provides details on all review activities and observations, and practical recommendations that are guaranteed to improve performance results.

#### critical performance areas:

- Incoming Call Handling Performance;
- Quality Assurance;
- Agent and Supervisor Job Design;
- Use of Call Center Customer Service Technology;
- Statistical Report Analysis;

#### Study Activities Performed



We complete the following statistical studies of the Call Center environment:

Call Activity Study utilizing six weeks of data; A Staff Usage Analysis; A Detail Work Activity Analysis; A Supervisor Work Time Usage Study; Call Handling Analysis (Statistical analysis of the quality of monitored calls); Customer Satisfaction Study (Out calls to customers); A Team Communications Study.

## Methodology: **The Review utilizes a variety of methods for data collection:**

One-on-one and Small Group Interviews; Opinion Questionnaires; Statistical Data Analysis; Statistical Time Slice Studies ;Work Observations; Problem Identification; Pre-Review Data Collection; Brainstorming Sessions

The information gathered from these sources provides an extensive view of the Call Center operational environment. The result is a comprehensive study document that provides details on all review activities and observations, and practical recommendations that are guaranteed to improve performance results.

## What You Get

### The review findings

The Call Center Review results in an extensive document that contains recommendations for immediate changes that will lead to improvements in operational procedures, work flows, technology uses, job designs, and measurements.

The Review Document Provides the Following:

- A comprehensive examination of call center operations
- An Executive readout of findings
- Use of multiple data gathering tools
- An Analysis of operational processes
- A Statistical analysis of call activity to identify call trends and other characteristics
- A sales performance analysis
- A Statistical analysis of all non-work activity to identify call trends and other characteristics
- A technology analysis and recommendations
- A work process design analysis
- Staffing estimates
- A supervisor work function review and recommendations
- A performance measurements analysis
- Recommendations for improvement

The review provides you with the information you need to manage your operation into the future.

Following the review you will be able to:

Provide consistent high quality customer satisfaction; Improve agent productivity and efficiency; Improve staff management; Increase sales or other call benefits; Meet your performance and business goals; and Meet budget requirements.



inTELeGent Contact Center Consulting

## Somerset Group Consulting, Inc.

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### Experience



Somerset Group Consulting, Inc. (SGCi) is a leading edge Minority Business Enterprise specializing in management consulting with a focus on the Contact Center marketplace.

SGCi has specialized in the support of managers in the creation of successful Contact Center operations since 1993.

### Our Team



Somerset Group Consulting, Inc. is made up of Contact Center Consultants, Client Support Specialist, and ACD and System Configuration Experts. Our consultants have an in-depth background in the management and support of contact center managers.