



REVIEW



OPERATIONS

Contact Centre Review

Contact centre redesign can fail if it is incorrectly implemented or embedded. Utilising a system thinking approach, we undertake a 'walk the process' end-to-end diagnostic of the contact centre, focusing on issues such as:

- Inbound & Outbound management
- Multi-channel management, including voice, chat and social
- IVR design
- ACD & hunt-group design
- Business Process Outsourcing review
- Dialler management, including set-up and rules
- File Management
- Workflow management
- Agent scripting
- Training, including:
 - ◇ Communications skills
 - ◇ Sales/ Negotiation skills

Jericho Consulting Limited

2 – 6 Boundary Row,

London,

SW1 8HP

+44 (0) 207 099 1950

info@jerichoconsulting.co.uk

 [@CustExpMan](https://twitter.com/CustExpMan)

<http://jerichoconsulting.co.uk>



JERICHO