

Operational Assessment

Actionable recommendations that drive results

Uncovering opportunities for savings and growth

TTEC's Operational Assessment is a one- to two-day workshop facilitated by a team of Lean Six Sigma experts. The team helps organizations assess current performance on key variables such as customer experience delivery, technology environment, workforce management, quality assurance, hiring and training practices, KPI adherence, and employee engagement. The result of the assessment is a high-level findings report that includes quick hits and longer-term operational recommendations to address identified gaps/opportunities including:

Improvement opportunities that can impact customer experience, operational efficiency, and profitability

Actionable recommendations to address known business challenges

Contact center best practices that can be applied to realize quick wins

Who should take advantage of a TTEC Operational Assessment Workshop?

Too many contact centers are costing more while delivering lower performance

Rising labor costs combined with generational preferences and new technology are bringing disruption and driving up costs.

Overall customer satisfaction results are in decline.

First call resolution rates have dropped 10% over the past 7 years.

30% of contact centers operate with no workforce management system in place, while more than 40% have no analytics capability.



Any business needing to reduce costs in the short term without jeopardizing their customer experience



Companies focused on improving their overall operation while reducing customer friction



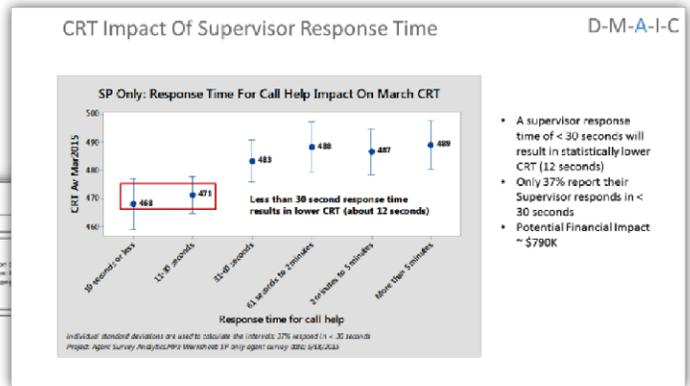
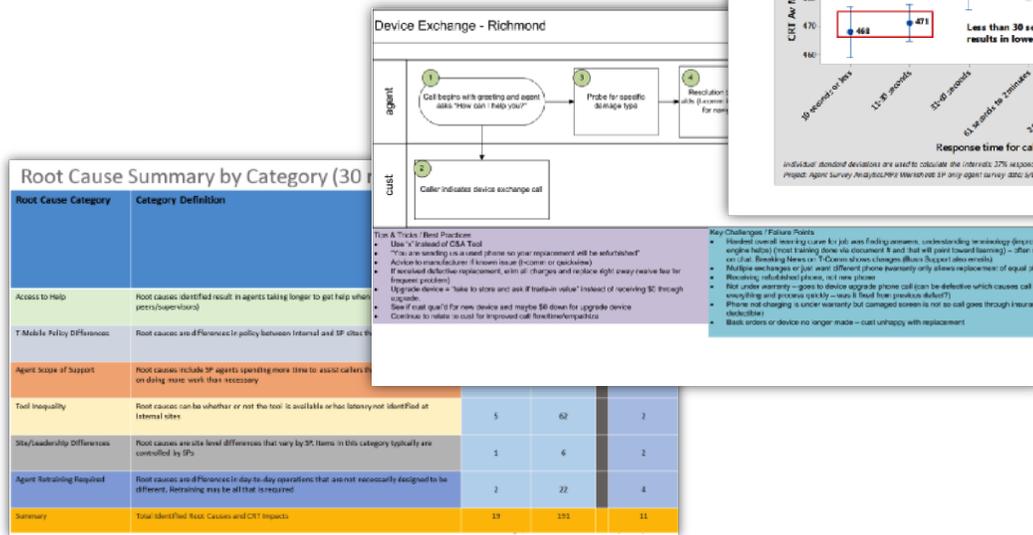
Top brands facing a compelling event or urgent need to address a known pain point



Companies looking to make significant impact on critical KPIs

ASSESSMENT OUTPUT

Using the "Define, Measure, Analyze, Improve and Control" Six Sigma methodology, TTEC deliverables include analytical insights, process documentation, and root cause definition and action items.



CASE STUDY

Operational assessment identifies 50% reduction in AHT variances and delivers \$10M in cost savings

The Challenge

A leading U.S. wireless company needed to address variances in average handle time that existed among its outsourced partners and internal contact centers. The company engaged TTEC in a one-day Operational Assessment Workshop to tackle the problem.

The Approach

Our Lean Six Sigma team reviewed operational and customer data and conducted preliminary statistical analysis in advance of the workshop. Through facilitated working sessions and agent focus groups, the team understood current practices and offered Lean Six Sigma training tailored to AHT performance. Best practices were defined and were ultimately deployed across centers.

The Results

Our client understood the value of the training and asked our team to stay on to conduct a more detailed review of current practices. Through additional training, coaching, and certification, the wireless provider successfully implemented process improvement solutions across four participating service partners to reduce the AHT variance from 40% to 24%, a trend that is continuing downward and reducing vendor costs. The projected efficiency improvements and customer experience advances across care and sales are estimated to total \$10M financial impact.

Reduced the AHT variance from 40% to 24%

Increased efficiency and customer experience had a \$10M financial impact

"I want to thank the team for the incredible effort. We certainly could not have moved this far along without the guidance you have provided."

- Vice President, Leading U.S. Wireless Provider