

Call Center Performance Optimization

**Independent
Consultants
Specializing in
Call Centers, Contact
Centers and Customer
Relationship
Management (CRM).**

**Contact Center
Professionals, Inc.**

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Get The Most From Your Call Center Investment

It's no secret that today's modern contact centers, also known as call centers, are complex environments with very high operational costs. Getting the most out of your investment is everyone's objective. The challenges are great. Customers demand great service through multiple channels at their convenience.



Management expects cost-effective operations. Employees want to work in a great working environment. Achieving an effective balance of these and other factors is the most important goal.

Sometimes it helps to get a fresh perspective from proven, recognized industry consultants. Contact Center Professionals, Inc. (CCP) is an independent consulting firm with decades of experience in call centers, contact centers and customer relationship management (CRM). Without affiliation to outside vendors, CCP works only for the benefit of its clients providing comprehensive advice designed to optimize your contact center investment while improving customer satisfaction and controlling costs.

Performance Optimization Program

Our flagship consulting offering is referred to as the Performance Optimization Program. Designed for existing contact center operations, the Performance Optimization Program is a wellness check and tune-up of current operations. The program is specifically designed to have an immediate, quantifiable impact upon operations, which result in higher performance and lower costs.

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A Finely-Tuned Call Center Reduces Cost

A typical Performance Optimization Program, which is often customized for specific clients, includes a comprehensive review of the following key contact center functions and processes:

- Scheduling and Forecasting
- Service Level Performance
- Abandonment Rate
- Employee Turnover
- Hiring Practices
- Employee Training
- Metrics and Quality
- Monitoring and Coaching
- Organizational Structure
- ACD Group Efficiency
- Call Routing Strategies
- Technology Functionality
- Internet and Channel Integration
- Business Processes and Workflow
- Desktop Applications
- CRM Strategies

Our experienced industry consultants take the time to learn both the culture and the needs of each client. Applying our proven methodologies, we strive to provide practical, proven solutions that generate the most effective results.

The Performance Optimization Program brings results. Benefits include:

- Higher customer satisfaction levels
- Cost control and cost reduction
- Higher employee satisfaction
- Improved efficiency
- Increased profitability

CCP offers a wide array of consulting services designed specifically for the contact center environment. For more information on our Performance Optimization Program or other services, please feel free to contact us.