



Frontline Diagnostic

The quickest way to identify your enhancement needs

Continuous improvement is one of the few constants in business. In contact centers, it's critical to implement continuous improvements to stay ahead of the competition and assure customer satisfaction. The first challenge is identifying what needs to be improved. The second challenge is identifying the possible solutions and choosing the one that will lead to "World Class" status. To address these challenges, you can:

1. Do a self-assessment using trial and error techniques to determine the root problems and identify how to best solve them
2. Invest in Amtech's T3 Diagnostic service to conduct an in-depth assessment
3. Take advantage of our Frontline Diagnostic.

Amtech's Frontline Diagnostic is an inexpensive, simple, quick way to identify the strengths, vulnerabilities and opportunities for change within your call center. This online survey instrument gathers information about the people, processes and technology of your contact center from the perspective of the people directly affected every day – your agents.

Your Frontline Diagnostic will include:

Online Survey Completion:	All or part of your contact center personnel will complete a web-based survey that takes 15 – 20 minutes to complete.
Report Preparation:	The survey results will be compiled and presented in a Diagnostic Report along with recommendations for change.
Diagnostic Briefing:	The Diagnostic Report will be reviewed via a telephone meeting to discuss the findings and identify the action items that will be implemented.
Action Plan for Change:	Amtech will prepare your Action Plan for Change , which will serve as your change management guide in the subsequent 3 – 6 months.

Benefits of a Frontline Diagnostic include:

- Actionable recommendations that will produce measurable results
- Minimal investment
- A Benchmarking tool that can periodically used to evaluate the impact of your changes.



Call Amtech Marketing to discuss how your company can benefit from our results-oriented Frontline Diagnostic service.

Call today 888-546-4844

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