



T³ Blueprint

Your Guide For Call Center Implementation

Building a new outbound or inbound call center takes strategic planning. Amtech's T³ Blueprint service provides you with a comprehensive plan for quickly and efficiently approving and implementing your new outbound or inbound contact center. Our experts have the resources and tools to help you quickly document a strategic plan for your new operation.

Your T³ Blueprint development process will include the following steps:

- Needs Analysis:** One or more Amtech call center expert will meet with your team to discuss the people, process and technology needs of your proposed new call center.
- Blueprint Development:** Your Amtech consultant will draft a T³ Blueprint that includes at least the following sections
- 1) Goals/Objectives/Projections
 - 2) Staffing Plan & Profiles
 - 3) Performance Plan
 - 4) Compensation/Incentive Plan
 - 5) Training Plan
 - 6) Ergonomic Design
 - 7) Call Strategies
 - 8) Technology Plan
 - 9) Budget
 - 10) Implementation Schedule
- Blueprint Workshop:** Your project team will meet with the Amtech consulting team to review the details of the Blueprint and finalize any details of the strategic plan.
- Blueprint Finalization:** Your Amtech consultant will finalize the details of the Blueprint and submit the document along with an Implementation Plan.



Call Amtech Marketing to learn how you can have a comprehensive T³ Blueprint for your new call center in as little as 4 weeks.

Call today 888-546-4844