



## Performance Plan Gap Analysis

*Are you tracking the right performance metrics? Do your agents complain that the performance plan "isn't fair"? Is your technology limiting the data you can track?*

Let **Amtech Marketing** guide you in establishing the right performance metrics and qualitative criteria. We will analyze your current Performance Plan against best practices and help you design an enhanced plan that motivates agents to top performance, enhances morale, reduces turnover and improves your return on the investment in the call center.

### Performance Plan Gap Analysis

**Data Collection:** In this first step we document all of the performance criteria currently used in your call center. We also interview management to determine the mission, strategy and goals of the call center. These are then compared against the current performance criteria to determine the gaps in your existing Performance Plan and the challenges using your technology to track performance.

**Performance Plan Straw Man:** In this next step of the analysis process, Amtech provides recommendations for enhancements to the qualitative and quantitative metrics. We also make recommendations for enhanced use of your technology to track data that is needed to manage performance. The result is a written Performance Management Straw Man that defines the recommended team and agent level metrics (for new hire & tenured reps), a customized monitoring process, detailed report specifications for each technology, and call center ROI specifications.

**Straw Man Workshop:** This .5 – 1 day workshop is designed to analyze the Straw Man recommendations for the Performance Plan and select the ones that will work best for your organization.

**Performance Plan Documentation:** Based on the outcome of the workshop, Amtech will prepare your enhanced Performance Plan document. This document will include a recommended implementation plan to facilitate the change to the new plan.

An Amtech **Performance Plan Gap Analysis** will help you to:

- Maximize the return on your investment in your agents.
- Effectively track the measurable performance of your agents, teams and projects.
- More effectively monitor performance to quickly identify and resolve problems.
- Accurately measure the value of your call center.



**Call Amtech Marketing to learn how to maximize agent performance.**

**Call today 888-546-4844**

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