



T³ Process Diagnostic

*Do you want to use less labor to produce greater customer value?
Do your contact center processes help or hinder your ability to respond to customer demands?*

Successful contact centers constantly seek ways to reduce expenses and improve processes. This can include shaving as little as 10 seconds off a phone call to reduce costs. The challenge is identifying the components of the workflow that can be changed and guessing what the impact will be on costs. Amtech now provides a consulting service that clearly defines the steps in your contact center's workflows, the costs associated with each step and the production resulting from the workflow. This can include phone time, off phone time, customer interactions, administrative tasks and any part of the jobs of the agents or staff of the contact center. The purpose of this in-depth analysis is to use the cost and productivity analysis to pinpoint breakdowns in the workflows and to develop "what if" scenarios to project the impact of various changes in the processes. For example, what would be the impact of asking one more question at the end of every call (how much would costs increase? how much would results increase?)? This type of analysis allows management to make educated decisions regarding enhancements, changes and investments. Amtech calls this process analysis our T³ Process Diagnostic.

The Diagnostic Methodology

Analysis Phase: Our experienced contact center consultant(s) meet with your team to gain a thorough understanding of your current processes and any challenges you are experiencing with them. Our six-point analysis focuses on how you route, receive, research, resolve, respond and report customer interactions. This can include analysis of the manual and automated processes for call queuing, call handling (call flows), call escalation management, call resolution, workforce management, quality assurance, performance management, disaster recovery and intra/interdepartmental communications. The current state of these processes are documented in our simulation modeling tool to allow root cause analysis and "what if" planning. The current state is then compared to your business mission and goals and to industry best practices to identify the gaps or challenges that exist.

Design Phase: The Diagnostic Report documents detailed findings from your *T³ Process Diagnostic* and defines recommendations for enhancements to your processes and procedures. This may include recommendations regarding process changes, organizational changes or technology enhancements. Key recommendations will include cost estimates and a high level ROI discussion to justify recommended investments.

Review Phase: A ½ – 1 day Diagnostic Workshop is conducted to analyze remedial recommendations and to gain consensus from your management team regarding the changes that will work best for your organization.

Implementation Phase: Based on the outcome of the Diagnostic Workshop, Amtech will document your Process Improvement Action Plan. This Plan will include a draft Implementation Timeline to guide your implementation of the new processes and facilitate change within your contact center.



Call Amtech Marketing to learn how a T³ Process Diagnostic can help you maximize the efficiency and effectiveness of your contact center.

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