



T³ Diagnostic Tune-Up

A Blue Print for Persistent Performance™

Persistent Performance™ is a commitment to continual improvements and the maintenance of high performance that contributes to corporate profitability. Amtech's T³ Diagnostic Tune-Up service is designed to identify the high level strengths, vulnerabilities and missed opportunities that affect your call center's ability to achieve Persistent Performance™. The goal of this service is to diagnose the critical gaps in your performance relative to the people, processes and technology of your call center. We then provide a Blueprint For Change to close the gaps. Your management team will then have a clear road map to follow to bring about positive change in your call center to achieve Persistent Performance™.

Your T³ Diagnostic will include 5 steps and 2 deliverables:

Step 1: Diagnostic Planning Session	A project timeline will be established to complete the data collection process including remote call monitoring sessions and individual data collection interviews. Your team will be asked to compile and submit samples of reports, forms and documents that are used in the contact center.
Step 2: Diagnostic Survey	Your management team will be asked to complete a written survey that will give your Amtech consultant an overview of the people, processes and technology of your call center. The completed survey will be submitted to Amtech at least 2 days prior to the data collection discussions.
Step 3: Data Collection Sessions	Your Amtech consultant conduct in-depth telephone interviews with key managers or your project team to clarify the details of your people, process and technology issues.
Step 4: Diagnostic Evaluation	Your Amtech consultant will prepare a presentation of the findings and recommendations from your Diagnostic Tune Up. Your team will review this Diagnostic Report prior to the Diagnostic Workshop
Step 5: Diagnostic Workshop	The Amtech consultant will conduct a telephone workshop/webinar to review the recommendations from your Blueprint. During the workshop, your team will be asked to decide which Action Items they will implement, who will sponsor each one and a due date for each.
Deliverable #1:	Diagnostic Report An analysis of the strengths, weaknesses and opportunities for change in your contact center.
Deliverable #2:	Blueprint For Change Your Blueprint will serve as your project implementation plan for the subsequent 6 – 9 –months to bring about positive change in your contact center.



Learn how to enhance your call center's performance through a T³ Diagnostic Tune-Up. Call today!

Call today: 888-546-4844