



T³ Diagnostic

A Blueprint for Persistent Performance™

This Amtech Marketing consulting service is designed to identify the strengths, vulnerabilities and missed opportunities that affect your call center's performance. The objective is to diagnose the root issues of performance problems and provide a detailed Action Plan For Change. Amtech can then guide your management team in implementing the Action Plan to help overcome any roadblocks and keep the project on target. The bottom line goal is to help you achieve Persistent Performance™.

Your Diagnostic will include:

| | |
|-------------------------------|--|
| Process Diagnostic: | Amtech will evaluate the workflow and management processes of your call center to define ways to stream line the operation, enhance efficiencies and improve performance. These processes will include agent workflows and processes, supervisor procedures and practices, and management activities and practices. |
| People Diagnostic: | This part of the Diagnostic provides an evaluation of the job functions, performance plan, compensation plan, training plan, incentive plan, career path plan, management climate and agent skills. This evaluation includes professional observations and direct employee feedback via our Frontline Diagnostic survey. |
| Technology Diagnostic: | All aspects of your technology are evaluated for their efficiency and effectiveness. We will assess your ACD, phone system, CRM system, IVR, CTI, workforce-scheduling tool, paperwork, reporting tools, and performance management system. This also includes an analysis of your workplace ergonomics and facilities design. |
| Benchmark Diagnostic: | Amtech will collect over 50 data points about your call center and submit it to BenchmarkPortal to produce a detailed Benchmark Study that compares your metrics to over 4,000 other call centers. |
| Blueprint: | The result of the Diagnostic is a definitive Blueprint for Change that documents the specific steps to take to enhance your call center operation. |
| Change Management: | Amtech can provide a web-based project management tool and 6-9 months of consulting services to guide your team through the implementation of the Action Plan and help overcome any roadblocks that might impede the implementation of the Action Items. |



Call Amtech Marketing to enhance your call center's performance through a comprehensive T³ Diagnostic.

Call today: 888-546-4844

303-814-1379

www.amtechmarketing.com