



## ***Technology Diagnostic***

*Do you maximize the usage of your current technology?  
Does your contact center technology help or hinder your business processes?*

**Amtech Marketing** is a management consulting firm committed to *Exponential Contact Center Enhancement™*. When it comes to technology, our goal is to help your team maximize the implementation of each support system in your operation whether it's the CRM application, workforce management system, QA system, web-enabling tools, ACD/telephone system or IVR application.

Amtech's **Technology Diagnostic** service will help you to:

- Identify how you can better use each of the installed technologies to maximize and manage agent productivity and effectiveness.
- Identify gaps in your technology and develop an Action Plan to upgrade, enhance or replace out-dated components.
- Assure complete customer satisfaction through efficient operations.
- Maximize the return on your investment in your contact center technology.

### **Our Methodology**

**Gap Analysis:** Our experienced consultant(s) meet with your team by phone or in person to gain a thorough understanding of your current technologies and any challenges you are experiencing with those technologies. We also interview management to determine the mission, strategy and goals of the contact center. These guiding criteria are then compared to your current technology implementation to identify any gaps or challenges that exist in the design or implementation of the technology. Our findings are documented in a Diagnostic Report.

**Technology Action Plan:** The Diagnostic Report is used to prepare a preliminary Technology Action Plan, which will define recommendations for enhancements to your technology. This may include recommendations regarding re-implementation, enhancement additions, upgrades, replacement or acquisition. The recommendations will include cost estimates and a high level ROI discussion to justify recommended investments.

**Action Plan Workshop:** This ½ – 1 day workshop is designed to analyze the Technology Action Plan and gain consensus from your management team regarding the changes that will work best for your organization.

**Technology Plan Finalization:** Based on the outcome of the Workshop, Amtech will prepare your approved Technology Action Plan. This document will include a draft Implementation Plan to guide your implementation of the new technology and facilitate change within your operation.



**Call Amtech Marketing to learn how a Technology Diagnostic can help you maximize the implementation of your support systems.**

**Call today: 888-546-4844**

303-814-1379

**www.amtechmarketing.com**