



WFM 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. The goal of this WFM Diagnostic Tune-Up service is to diagnose the critical gaps in your workforce management (WFM) processes, procedures and technology. Amtech's WFM 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 deliverable from your Tune-Up is a Transition Plan to guide your team in closing the gaps. Your Transition Plan will provide a clear road map to follow as you bring about positive change in your workforce management procedures as one more step toward achieving Persistent Performance™.

Your WFM Tune-Up will include 4 steps and 2 deliverables:

Step 1: Diagnostic Survey	Your management team will be asked to complete a written survey that will give your Amtech consultant an overview of your workforce management processes and procedures. The completed survey will be submitted to Amtech at least 2 days prior to the initial onsite Diagnostic.
Step 2: Onsite Diagnostic	Your Amtech consultant will spend 1-2 days at your site interviewing key managers, evaluating your call patterns, learning about your skill groups, and collecting sample call data for detailed analysis.
Step 3: Diagnostic Evaluation	Your Amtech consultant will spend 1 - 2 days offsite preparing a Diagnostic Report of the findings and recommendations (Action Items) from your Diagnostic Tune Up. This will include a Best or Least Cost Schedule and a Transition Plan to migrate your operation to better workforce management practices.
Step 4: Diagnostic Briefing	The Amtech consultant will deliver a formal briefing of the findings of the Diagnostic Tune-Up (by phone or in person). During the briefing, your team will be asked to decide which Action Items they will implement.
Deliverable #1: Diagnostic Presentation	You will receive a Diagnostic Report defining our findings and recommended Action Items.
Deliverable #2: Transition Plan	Amtech will record the results of the Diagnostic Briefing and prepare a Transition Plan that defines the accepted Action Items, the person responsible for each one and the relative due date for completion.



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

Call today: 888-546-4844