

Contact Centre Pilot

Ever thought your organisation might benefit from centralising your inbound/outbound voice, fax, email, web chat, & SMS contacts by setting up a contact centre but were scared off by the potential costs and disruption to your organisation. Call Centre Solutions Ltd have the answer in a new practical approach called "Contact Centre Pilot". Effectively, CCS have a five step methodology which includes setting up a small number of agent positions on a temporary basis in either your site or in one of their state of the art facilities in Cork or Dublin.

At the end of the process, organisations will have definitive metrics underpinning the decision making process on what their long-term contact centre strategy should be.

The primary benefits of contact centres are easy to understand:

Economies of Scale

By merely centralising your organisations' communications activities significant cost savings can be made through increased productivity and decreased costs.

Consistent Experience

By simply training your contact centre staff to deal with interactions in a relevant meaningful way, consistent, excellent customer service can be achieved.

Opportunities

By employing best of class technology, new market opportunities can be explored at a lower cost in a faster timeframe with more successful results.

So if the benefits are so obvious why haven't we done it before? Because historically, in order to set up a contact centre, significant capital costs were incurred in facilities, technology and consultancy, to achieve the benefits of a contact centre. Additionally, the business risk that the end result would not deliver the stated benefits to your particular business acted as a deterrent to many organisations.



So what's changed now –

Contact Centre Solutions Ltd, the premier provider of contact centre facilities have developed a solution which enables organisations to effectively set up their own contact centre in a protected environment under their control without any of the traditional capital expenditure and associated business risk. This new innovative service is " Contact Centre Pilot"

What is Contact Centre Pilot?

Contact Centre Pilot is a combination of practical advice packaged with actual contact centre facilities and technology, whereby organisations can pilot a contact centre operation, for a specified period, confirming their business case prior to making a possible significant investment.

What are the steps in Contact Centre Pilot?

Pilot Requirements Analysis

We will initially establish a complete picture of how customer interaction is being conducted presently in your organisation. After careful analysis and consultation we will produce an agreed requirements specification document. This will include an audit of the existing communications infrastructure and structured interviews with relevant personnel.

Pilot Programme Design

Based on the Requirements Analysis, we will then design, in consultation with key personnel in your organisation, the optimum contact centre solution, to enable your organisation to meet its current and future business objectives. The end result of the design stage will be the production of a functional specification detailing the exact nature of the agreed solution.

Pilot Programme Implementation

We then implement the contact centre solution in accordance with the functional specification. This typically will involve setting up a number of workstations in a dedicated area within Contact Centre Solution's Incubator or indeed within your own premises. Each Workstation will be equipped with a contact centre enabled phone/PC and staff will be given contact centre training.

Pilot Review Evaluation

Based on the overall objectives of the pilot, we then review results against key goals. This may involve making some changes to the contact centre structure until the core objectives are achieved.

Recommendation Report

At the end of the project, CCS will provide a comprehensive report outlining the findings of the pilot, recommendations as to future strategic direction and practical options on how to proceed.

