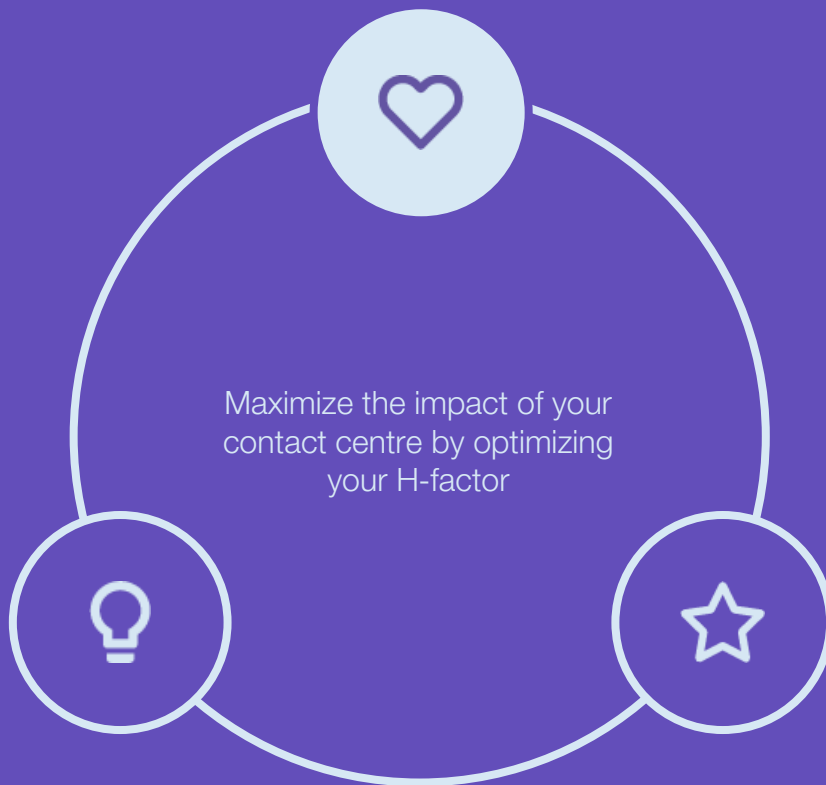


Business Solutions to Make an Impact



Business solutions

Our business solutions strive to improve your H factor by focusing on human networks, processes, and technology at the same time

+ Optimize contact centre processes	<ul style="list-style-type: none">- By eliminating nonvalue added tasks- Through process Re-engineering- Automation
+ Optimize call flows	<ul style="list-style-type: none">- With a workforce management plan: "Right people, right time, right place"- Through IVR optimization and integration of callback features- By maximizing operations (e.g., hours of operation, multi-skilling, overflow and contingency plans, etc.)
+ Maximize service quality	<ul style="list-style-type: none">- With service and conformity standards- Through quality assurance (e.g. matrix, sampling, calibration)- With interaction analytics- By managing customer frustrations and complaints
+ Optimize agent performance	<p>With a manager's toolbox, including:</p> <ul style="list-style-type: none">- Day/week/month management routine- Coaching on behaviours- Dashboard, continuous improvement and action plans



Three levels of solutions according to your needs

	Evaluate	Plan	Transform
	Identify opportunities for improvement	Define the target and the changes to be achieved	Engage your teams in the change
Performance audit	✔	✔	✔
Competitor analysis	✔	✔	✔
Maturity assessment	✔	✔	✔
Vision and strategies		✔	✔
Return on Investment analysis		✔	✔
Detailed plans		✔	✔
Change management			✔
Following of results			✔



Evaluate

Identify opportunities for improvement

Why?

- Reduce inefficiencies and costs
- Improve service levels
- Improve call quality
- Improve employee performance

How?

A rigorous and systematic evaluation of your contact centre's strengths and opportunities across three dimensions:

- Human systems
- Processes
- Technologies

Typical Approach

- 1 Initiation
- 2 Performance audit
- 3 Competitor analysis
- 4 Maturity assessment

Initiation

1

A no obligation consultation to evaluate needs

Performance audit

2

Analysis of KPIs, quality of interactions (calls, chats, emails), and efficiency and effectiveness of processes and resources.

Competitor Analysis

3

Performance levels are compared to similar-sized Contact Centre's in your business industry.

Maturity assessment

4

Analysis of all Contact Centre aspects based on 7 key dimensions.



Case study

Identify the hidden performance potential of your CRC

For several months, a contact centre had been experiencing high abandon rates of around 18%. This had an impact on both revenue and customer satisfaction. The focus to address the issue was on new agent recruitment and training.

An in-depth analysis of the indicators made it possible to identify an unused capacity of 35% of the existing workforce, without taking into consideration the planned off-line times (coaching, team meetings, etc.).

35%

Unused capacity

Following Promethee's recommendations, the Workforce Management team adjusted scheduling, telephone strategy (IVR), and skill organization; managers implemented new monitoring and coaching procedures.

The targeted improvements had a positive impact on the volume of calls (reduction of "repeat calling"), allowing us to obtain a 5% abandonment rate in a couple of weeks.

13%

Reduction of the abandon rate without additional resources



Plan

Define the target and the changes to be achieved.

Why?

- Reduce inefficiencies and costs
- Improve service levels
- Improve call quality
- Improve employee performance

How?

Co-creation of detailed strategies and plans to optimize:

- The processes
- Call flows - “The right people at the right time on the right call”
- The quality of service
- The agent's behavior

Standard approach

- 1 Initiation
- 2 Performance audit
- 3 Competitor analysis
- 4 Maturity assessment
- 5 Vision and strategies
- 6 Return on Investment analysis
- 7 Detailed plans

Initiation

1

A no obligation consultation to evaluate needs

Performance Audit

2

Analysis of KPIs, quality of interactions (calls, chats, emails), and efficiency and effectiveness of processes and resources.

Competitor Analysis

3

Performance levels are compared to similar-sized Contact Centre's in your business industry.



Plan (2/2)

Define the target and the changes to be achieved

Maturity assessment

4

Analysis of all Contact Centre's aspects based on 7 key dimensions.

Vision and strategies

5

Establish the future role, vision, and strategies for your Contact Centre's to have a high impact on the organization, customers, and employees.

Return on Investment Analysis

6

Calculate the costs and benefits. Establish the change management dashboard.

Roadmaps and detailed plans

7

Develop a roadmap and detailed plan to change human networks, processes, and technologies.



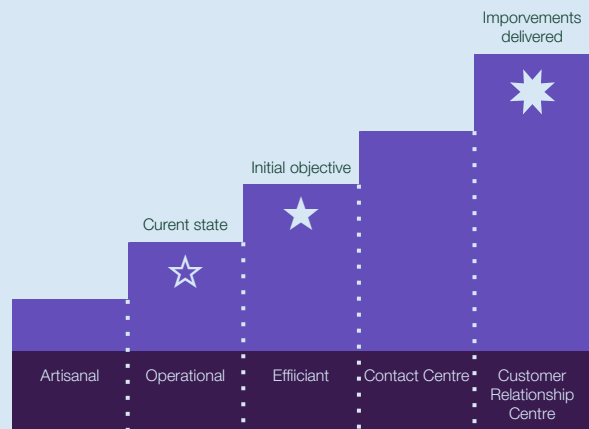
Case study

Building their Contact Centre of the future

Engaged in a organizational transformation, a company called on Prométhée to evaluate and redesign the role that the Contact Centre has in the organization in order to maximize its impact on the customer experience.

Prométhée completed a full evaluation of the contact centre's maturity with its assessment tool. The team then worked on defining their vision of a Contact Centre that will support the strategic initiatives of the organization by leveraging the H factor and the relationships with their customers.

A road map was created to establish how to migrate simple calls to the digital channels and help evolve technology, processes and the human network within the contact centre



The changes were organized to deliver a return on investment as of year 1 and improve customer experience, employee engagement and costs.

An evaluation of technological solutions available on the market allowed them to choose a solution that was better adapted to their needs and would help them deliver their new mission of the Contact Centre and create their vision of a 360 view of their clients.

< 12 mois

ROI of the Contact centre transformation plan in less than 1 year



Transform

Engage your team in the changes

Why?

- Reduce inefficiencies and costs
- Improve service levels
- Improve call quality
- Improve employee performance

How?

Personalized assistance for:

- Evaluate the strengths and opportunities of your customer relationship centre
- Develop a vision, roadmap, and detailed plans
- Changes are implemented until benefits are realized.

Standard approach

- 1 Initiation
- 2 Performance audit
- 3 Competitor analysis
- 4 Maturity assessment
- 5 Vision and strategies
- 6 Return on investment analysis
- 7 Detailed plans
- 8 Change management
- 9 Benefits monitoring

Initiation

1

A no obligation consultation to evaluate needs

Performance audit

2

Analysis of KPIs, quality of interactions (calls, chats, emails), and efficiency and effectiveness of processes and resources

Competitor Analysis

3

Performance levels are compared to similar-sized Contact Centre's in your business industry.



Transform (2/3)

Engage your team in the changes

Maturity assessment

4

Analysis of all Contact Centre aspects based on 7 key dimensions.

Vision and strategies

5

Establish the future role, vision, and strategies for your Contact Centre to have a high impact on the organization, customers, and employees.

Return on Investment Analysis

6

Calculate the costs and benefits. Establish the change management dashboard

Roadmaps and detailed plans

7

Develop a roadmap and detailed plan to change human networks, processes, and technologies.



Transform (3/3)

Engage your team in the changes

Change management

8

Proactive identification and management of resistance and concerns through involvement, accountability, and action support.

Benefits monitoring

9

Implementing the chosen changes until the anticipated benefits are realized.



Case study

Driving change through synergy between Operations and Marketing

Committed to growing its market share an organization in the insurance sector called on Prométhée to help it prepare for its peak season and transform its Contact Centre.

The diagnostic of the current state revealed an opportunity for the contact centre to take a more strategic rôle in synergy with the digital channels and marketing teams.

The leadership team developed and communicated their new vision and priorities to become a more proactive, customer centric and efficient contact centre. The result: increased team mobilization.

+15%

Engagement des employés

Project teams made up of agents and employees from different sectors were formed to question the status quo, define new ways of doing things and implement them.

Within a few months, a new outbound ability was created, unnecessary tasks eliminated and greater latitudes were given to agents. All of this in a context of massive hiring and the implementation of a new multi-channel telephone platform.

The teams achieved « unprecedented » results in terms of service quality, sales performance and employee engagement.

Above all, the synergy that was created between the contact centre, marketing and digital teams reinforced the differentiation of the organization.

+116%

Performance versus l'objectif de revenus



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