



FACT SHEET

Contact Center Operational Assessment

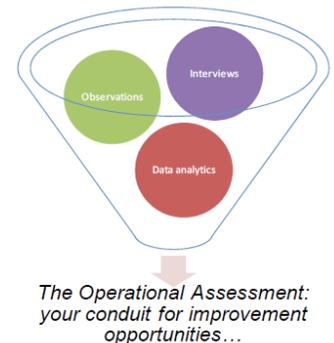
In two weeks on site with your team Major Oak will deliver insights to significantly improve your contact center performance and in less than 20 weeks you can realize a 2:1 ROI guaranteed.

BOTTOM LINE RESULTS

Two-weeks to quantify the opportunity and develop a customized solution that delivers immediate and long term value.

Major Oak Consulting's Operational Assessment delivers a comprehensive review of your contact center performance in a low cost, time sensitive manner. In just two weeks we will:

- Create functional area activity lists via interviews and side-by-side observations
- Quantify/validate average processing times for core work drivers
- Determine costs associated with best practice and process divergence
- Benchmark and evaluate individual/team performance and KPIs
- Build capacity utilization models for all areas in scope
- Compile and quantify preliminary list of operational opportunities
- Compile key findings from interviews, observations and report analysis
- Expose potential waste associated with misallocation of supervisor time
- Deliver midpoint and final presentations
- Develop detailed implementation plan for realizing identified benefit



Why does our team need two weeks? Because anything less is simply a canned response to a generic set of issues. The team at Major Oak has refined the assessment over the past 15 years to ensure the greatest value. In fact, the results are so compelling that more than 90% of clients have moved forward with the proposed implementation plan. In ALL cases the Operational Assessment has led to improvements to customer satisfaction, quality and service and annual cost savings of at least 2X the cost of the engagement.

For each improvement opportunity identified the Operational Assessment will produce a comprehensive implementation roadmap. Some opportunities are "quickhit" items you can tackle yourself. Others may be large scale efforts. The assessment will surface your most pressing improvement opportunities regardless of size and scope, quantify them, outline actionable implementation plans for each and validate assumptions you have about your business.

Major Oak Consulting will review our findings and deliver the following items to the executive team:

- Summary of all findings gathered through interviews, observations, data analysis and area assessments including
- A cost-benefit analysis per opportunity with identified cost savings, implementation costs and an overall ROI
- Recommended implementation approach for each identified opportunity

Major Oak Consulting
65 South Street, 2nd floor
New Providence, NJ 07974

908-771-5500
866-747-2738 fax

info@majoroakconsulting.com
www.majoroakconsulting.com