



## FACT SHEET

# Contact Center Process Excellence

*A common thread in our Contact Center work is the idea of “improving through observation.” Savings achieved typically exceed 10% of the contact center’s total payroll expense.*

### BOTTOM LINE RESULTS

At Major Oak, our passion is helping our clients achieve their goals. Our expert team will work tirelessly for you in the pursuit of improved quality and service and reduced operational costs. We deliver results.

Major Oak Consulting’s Contact Center Process Excellence services focus on the tactical refinement of desk level activities within your existing business and technical framework. Our review will surface insights and trends from an objective, expert viewpoint, by performing a close examination of the contact center work across a sizable cross-section of the agent population. Refined over more than 15 years, our Contact Center Process Excellence program will identify the most pressing issues and process inhibitors, while identifying best practices employed across the floor. Major Oak will then lead the Change Management effort for the high value opportunities, maximizing the program’s ROI and delivering a leaner, more streamlined contact center.

### Desk Level Process Optimization

You see it everyday: agents instinctively find (or cultivate) best practices, many times unaware of what they’ve done. It just comes naturally. It is common that in the fast moving pace of the contact center, there is no formal method to identify and cross train agents on these home grown tips and efficiencies. Ask an agent why they do something a particular way and they’ll often respond, “this made more sense.” Yet as we observe others, it is clear these techniques are not leveraged by the broader agent population. In addition to these internal best practices, there are often agents processing work in an unintentional, yet non-compliant manner. We have spent the past 15 years observing contact center interactions; through this experience we have learned how to cull from side-by-side observations the hidden gems and process gaps that translate into significant efficiency gains, cost reductions and improved customer satisfaction.

### So How Does it Work?

Major Oak Consulting’s experts will spend 8-12 weeks in your contact center. During this time each consultant on our team will spend 20+ hours/week conducting side-by-side observations. We engage the frontline leadership team in this process (typically 2-3 hours/week) and challenge each team member to identify one opportunity per week. All opportunities are logged on a master list and reviewed weekly with the project sponsors. For some opportunities, a cost-benefit analysis will be developed while a detailed project plan is built and implemented. A typical engagement will yield the discovery, documentation and quantification of 50+ opportunities with cost, quality and service implications, while approximately 10 opportunities will be fully implemented during the 8-12 week program. Savings achieved typically net a ROI of 2:1, while savings identified often exceed 10% of the contact center’s total payroll expense. Let us help you optimize your center today with no technology spend and no overhaul to the end-to-end-processes.

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