



FACT SHEET

# Contact Center Project Management

*Let our contact center experts, with an average of more than 15 years experience, guide your critical initiative with the right plan, attention to detail and a focus on delivering results.*

**BOTTOM LINE RESULTS**

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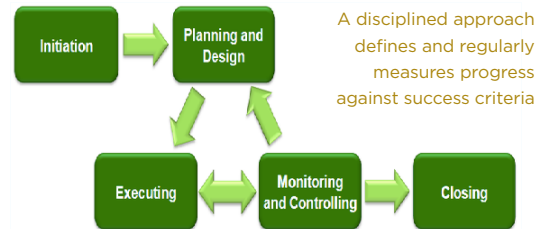
A company's total business improvement strategy is often a barometer for success, and it is no surprise that continuous improvement is a governing principle in virtually every successful organization. Organizations are constantly undertaking new projects to develop and manage improvement efforts, introduce organizational change, deploy new technologies or streamline business processes through proven methodologies such as Six Sigma. The contact center is no exception and in a business where service is measured in seconds (not days or weeks), the leadership team simply does not have the bandwidth to manage the many business initiatives and projects. Furthermore, planning and executing discrete projects require different skills than those required for daily contact center management. That's why so many clients turn to Major Oak Consulting to support their projects. Our expert consultants have been helping clients lead successful projects in the contact center for more than 15 years.

**Project Management: People**

Our project management experience and in-depth knowledge of the contact center means we can begin adding value on "day one". And Major Oak is flexible - ready to guide, lead and support your business objectives, whether that is by deploying a team with the right subject matter expertise to define and carry out your project, or a single project resource that has the skills and experience to augment your existing team. Major Oak is an active Project Management Institute (PMI) member and the majority of our consultants are certified Project Management Professionals (PMPs) and/or Six Sigma trained. Our expert consultants develop a detailed plan specific to your initiative, keeping it manageable and transparent.

**Project Management: Approach**

Our proven, structured approach is based on PMI and Prince 2 principles and utilizes traditional project management tools and templates. Major Oak's experience and methodology ensure your improvement initiative is supported by detailed project plans, proper monitoring, risk management,



A disciplined approach defines and regularly measures progress against success criteria

issue management, knowledge and communication. We recognize that all successful projects must take into consideration project objectives and timeliness, budgetary controls, resource requirements, roles and responsibilities and an often overlooked element: quantifiable success criteria. Because our Project Managers are also subject matter experts, we are able to keep one eye on the success criteria while providing the vigor and management discipline demanded by the design, execution and monitoring phases. Major Oak's consultants will ensure the project remains on course, aligned with the objectives established during the project initiation phase.

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