



Our Business Consultants can help you develop reporting that demonstrates your achievements to your organization.

- Tell your contact center story through metrics
- Minimize risk with historical and real-time metrics that allow for accurate forecasting
- Understand the impact of metrics on strategic goals
- Identify unmet goals and actions to take

» Business Consulting

Reporting for the Strategic Contact Center

Contact centers are often asked to demonstrate and quantify their contributions to the business. At the same time, they are inundated with a variety of pre-formed 'standard' metrics to prove value. It can easily become a guessing game as to which metrics should matter and why.

By aligning metrics with your organizational goals and strategy, you create powerful reporting that guides decision-making and allows teams to respond to changing market conditions. Are you tracking the right metrics? Do you have the insights needed to steer your strategy and achieve your goals? Metrics such as handle time, abandonments, and service level can have a direct impact to your bottom line, customer experience, agent satisfaction and your company goals, but tracking those types of metrics is only a start.

Engage inContact's Business Consultants to:

- Discuss appropriate benchmarks for your business
- Identify what metrics you should track and, more importantly, what not to track
- Create reports that include actionable metrics that tell the story of "what" and "why" your contact center is behaving the way it is
- Utilize historical and real-time metrics to minimize risk

As part of this engagement, we'll review your current processes in detail. The engagement is divided into four phases: Analysis, Discovery, Gap Analysis, and Presentation of Recommendations.

After the review is complete, our consultants will present their suggestions and highlight appropriate benchmarks for your organization and potential enhancements that can impact your strategic vision and goals. You'll also receive a customized final report detailing best-in-class recommendations discovered through gap analysis. This playbook will provide detailed analysis of where you are today and what you need to adjust to ensure strategic growth, reveal actionable data, and improve customer satisfaction.

What will you get?

We follow a proven 4 phase methodology in order to achieve optimal success:

Phase 1: Analysis (2 Days, Remote)

- Key stakeholder interviews in order to gain an understanding of reporting objectives and strategic alignment
- Analysis of reporting processes, documentation and business limitations

Phase 2: Discovery (2 Days, On-Site)

- Parallel department head interviews, executive level interviews, and evaluation of current business practices
- Comprehensive understanding of existing metrics and reporting processes with knowledge of company and organizational drivers
- Initiate development of your fully customized Enhanced Reporting Assessment

Phase 3: Gap Analysis (3 Days, Remote)

- Identify opportunities for reporting enhancements and analyze current gap analysis
- Align existing processes to industry-leading best practices
- Complete Enhanced Reporting Assessment

Phase 4: Presentation of Recommendations (1 Day, Remote)

- Executive Presentation of process, analysis, and key recommendations
- Overview of your customized Enhanced Reporting Assessment
- Distribution of final Enhanced Reporting Assessment