



## Stay Ahead of Your Competition Optimize Your Call Center

PROFESSIONAL  
SERVICES

Keeping and maintaining customers in today's economy is paramount to most companies and achieving a merit of excellence for your call center may help drive you to that end result. Altura's Call Center Tune Up provides critical feedback to review what solutions, processes and service levels may need improvement in order to achieve a distinction of excellence.

At the end of our assessment process, you will have a clear roadmap to what is working well and what requires focus and attention for improvement. With this critical information and data, you will have a specific plan each year to drive for better results and better customer experiences. This plan, coupled with our experienced staff, will help close recognized gaps, while consistently optimizing excellence in every area of your call center.

### **ALTURA WILL ANSWER QUESTIONS THAT EVERY CALL CENTER MANAGER IS INQUISITIVE ABOUT:**

- How do we optimize technology to benefit our call center?
- Which call center technologies are the right ones to invest in?
- Do we need additional call center training?
- Should we use monitoring software, speech analytics, dashboards, etc. to a greater degree?
- How efficient and effective are our current systems and current reports?
- How do we implement multi-channel agents with email, chat, social media, etc. appropriately?
- Do we need IVR scripting and branching tests with a call routing/mapping review?
- Do we need CTI, CRM and Caller Satisfaction technologies?

**Industry experts recommend that every call center should go through an annual Call Center Tune Up to maintain a competitive edge.**

The Call Center Tune Up includes pre-visit gathering of performance data and baseline technology information, followed by an in-depth, on-site discovery conducted by a Professional Services team member. It will provide a structured, integrated evaluation and assessment of your center plus short-, mid- and long-term recommendations. The output of the Call Center Tune Up is a report detailing a road map to a more efficient and effective call center.

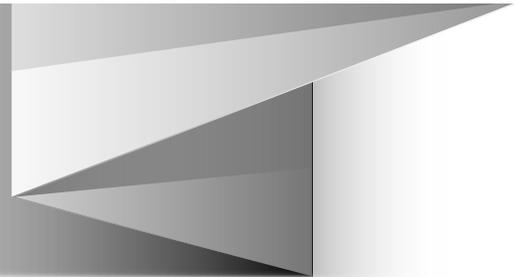
## IN THE PRE-VISIT PROCESS WE WILL COMPLETE:

**Technology Inventory Survey:** We want to understand the current ACD technology platform and environment. This survey will be completed by your support team prior to on-site interviews. We are available to assist in completing this if needed e.g. IVR use, Holds and Transfers encountered, etc.

**Operational Processes:** A review will include the key areas of Call Center Operations including ACD, hunt groups, agents, call scripts, and types of calls.

**Agent Feedback Survey:** We will note areas that make your agents' jobs more difficult and complicated; where they may need assistance; current challenges; and what is working well.

A Professional Service team member will spend, on average, approximately one week to complete the pre-visit, and on site. These efforts will then culminate in the Executive Report and subsequent discussion, which is delivered by our team within 2 weeks of the site visit.



## ALTURA'S COMMITMENT

*We are committed to making your customer interactions as impactful as possible with innovative, game-changing solutions that reduce your overall costs.*

**Please contact us at  
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GAIN THE **ALTURA** ADVANTAGE



*Put Yourself Ahead of the Competition*