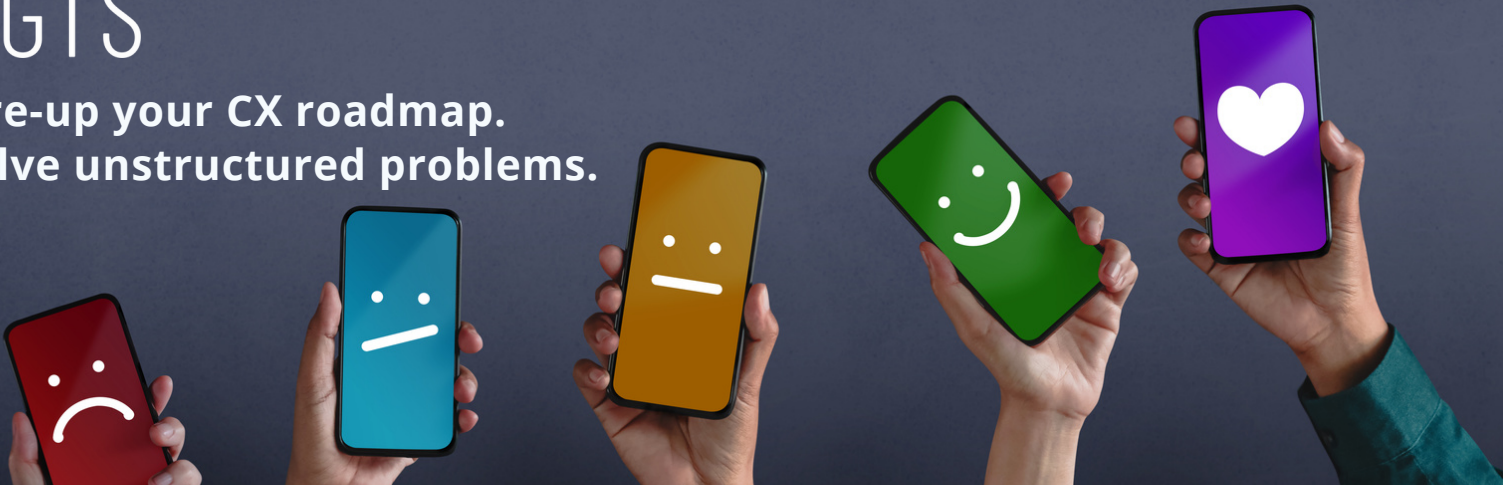


Fire-up your CX roadmap.
Solve unstructured problems.



WHY DO A CONTACT CENTER ASSESSMENT?

To meet elevated customer expectations, businesses must provide personalized, optimal experiences on all channels. This requires being accessible across all platforms, continuously improving customer experience, and putting the customer first.



78% of consumers have bailed on a transaction or not made an intended purchase because of a poor customer experience.



How it works?



Through key stakeholder interviews, focus groups and the observation of current processes, tools and technology, GTS will assess your current state of your contact center's technology.

Areas of focus?

Areas of focus can include.



Artificial Intelligence



Contact Routing



Bots and Automation



Voice and IVR



Quality Assurance



Self-service



Omni-channel



Workforce Management

... and more

THE TIME IS NOW

With more channels and touchpoints emerging, it is crucial for businesses to identify new opportunities to get ahead of this competition.

WHERE TO START?

A **contact center assessment** is a starting point. It identifies areas for improvement and helps develop a strategy centered on the customer.

TAP INTO OUR EXPERTS TO KEEP YOUR CONTACT CENTER RUNNING FLAWLESSLY

Your contact center is the front-door to customer experience. It is the first point of interaction between a customer and your company, and as such, it plays a crucial role in shaping a customer's perception of your company.

OUR PROCESS

A contact center assessment assesses customer-brand interactions across all channels in your contact center and identifies opportunities for improvement. The assessment employs service design techniques and results in a prioritized action plan for maximum impact on both the business and customers.



Understand the needs.

Get detailed insights.

Assess current state.

Create future view.

Prioritize roadmap, plan & execute.

Outcome



The outcome is a prioritized plan with a focus on delivering the highest impact for both the business and customer, starting with small steps (crawl), gradually increasing efforts (walk), fully executing on the plan (run), and ultimately, taking bold leaps to drive continuous improvement.



Crawl



Walk



Run



Leap

WHAT'S INVOLVED?

Technology & Business goal setting

Analysis of current state

Future roadmap & prioritization

CX assessment & touchpoint mapping

Future view journey mapping

NEXT STEP?