

# TOUCHPOINT CHANGE!



## Customer Experience And Service Efficiency

Customer Service is the key to sustained success. It is the human face of your business.

Touchpoint Change specialises in setting up and transforming customer service and contact centre operations. We cover all types of operation including:

- **Inbound services** - managing call/e-mail/correspondence/web, queue management, blending work, multi-skilling agents, matching capacity to peaks and troughs
- **Outbound centres** - scheduling contacts, predictive dialling set-up, IT and telephony facilities, integration to the rest of the organisation
- **Sales performance improvement** - skill development, list building, lead qualification, conversion rates, script development, product feedback, culture change
- **Service experience improvement** - streamlining operations, one-and-done approaches, backlog reduction, SLA improvement, contact reduction, customer experience changes

For each of these operations we can help you engage all of your people, increase the focus on improvement and manage costs more effectively. Specifically we offer:

<p><b>Strategy and Project Management</b></p> <p>Establishing the right purpose and business plan is vital, and managing the set-up effectively is critical. We have the experience to keep the project on track.</p>	<p><b>Contact Centre Set Up And Recruiting</b></p> <p>Our Specialists can do anything from finding premises, procuring equipment, recruiting staff and training them, using e-tools to predict performance.</p>
<p><b>Process And Organisation Design</b></p> <p>We can analyse and design new operations which must integrate to the rest of the organisation and provide feedback to new product development.</p>	<p><b>Performance Management</b></p> <p>We design and measure resourcing, sales and service processes with relevant MI. We also design and train management systems that will drive performance.</p>
<p><b>Information &amp; Telephony Technology</b></p> <p>IT and telephony are central to the performance of contact centres. We can design new systems, but more importantly can get exploit the existing investments.</p>	<p><b>Outsourcing</b></p> <p>You may wish to increase capacity or to reduce costs. Either way, we can help you avoid the pitfalls and structure a deal that will work right through the contract term.</p>
<p><b>Trouble shooting</b></p> <p>It should not be acceptable for customer service to suffer or for contact centres to experience high costs, operational issues or staff attrition. We can offer the impetus to change, the solutions to adopt and the drive to improve.</p>	

We can move quickly to help resource your projects - contact us now to get started.

**0845 1301 357**  
**Info@TouchpointChange.co.uk**

... helping your people transform your business ...  
... delivering the benefits of change ...