



Contact Center Strategic Roadmaps

Contact Centers Have a Unique Opportunity in the Age of the Customer

With CEOs and Boards of Directors driving 'Age of the Customer' initiatives, contact centers have gained renewed attention as the heart of most organizations' customer engagement strategies.

However, this environment of increased visibility is not the time to be running a contact center that is not meeting business objectives.

Even worse would be being behind on targets and failing to have a plan for the necessary optimization, modernization or transformation work needed to get back onto a successful track. Yet without a significant

dedicated effort, even veteran executives have difficulty diagnosing short and long-term problems and developing the necessary operations and technology remediation plans.

This is where an Eventus Strategic Roadmap can help. Eventus's expert contact center management consultants will perform an exhaustive review of your current state, then provide detailed recommendations telling you how to achieve your desired future state.

At the end of the project, you receive comprehensive operations and technology plans including a full financial analysis and business case.

Why Engage in an Eventus Strategic Roadmap Engagement?

- Our senior management consultants have **built and run large scale contact centers** with full P&L responsibility.
- We will **diagnose** the problem areas that are keeping you from achieving your business goals.
- We will deliver a clear, articulate, multiyear, prioritized **remediation** plan, budget and business case.
- Your plan will include **quick wins** as well as long term improvement opportunities.
- You will **align** your operations, technology and financial resources with your business objectives.

Recent Outcomes of Implementing Recommended Eventus Roadmaps

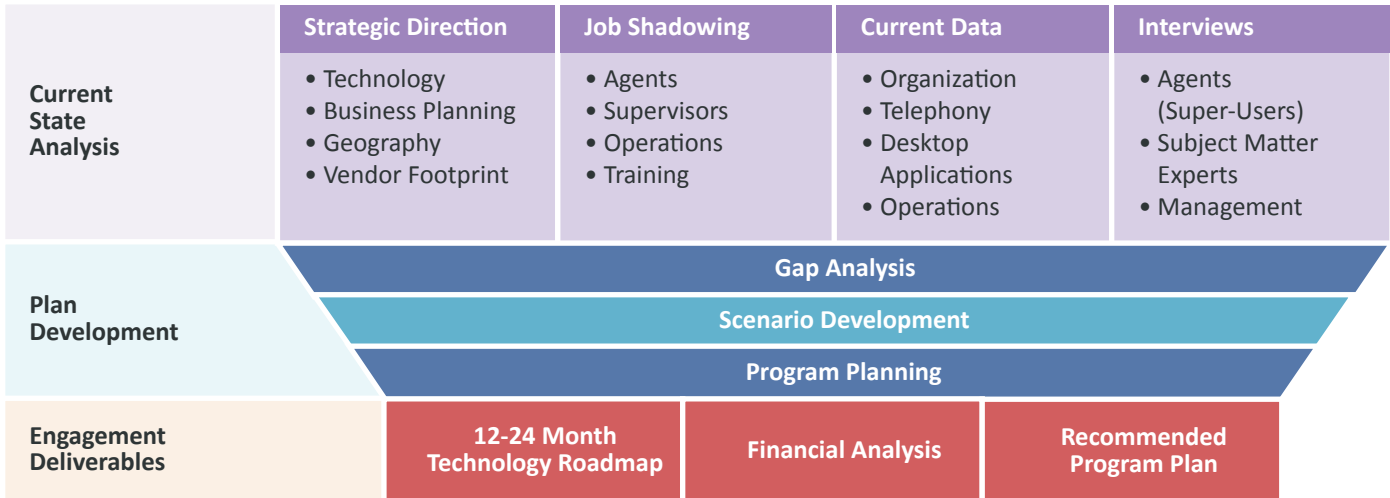
- Increased **customer satisfaction** by 19%, **decreased average handle time** by 9% and **reduced operating costs** \$45 million over 3 years.
- Achieved **cost savings** of 12-27% across customer service budgets.
- Completely modernized and standardized infrastructure: **ACD, IVR, CTI, CRM, WFM** and **Quality** – including migration to the **Cloud**.
- Increased **customer retention** through customer segmentation and enhanced technology.
- Designed and implemented **Six Sigma** training aligned with mission critical company projects.

About Eventus

Eventus delivers Experience Design, Managed Solutions, and Enabling Innovations with engagement models that Amplify CX Outcomes. Eventus has influenced over one billion customer interactions, reduced over \$100mm in

Client costs, all while improving customer loyalty. Eventus provides industry expertise, a partner ecosystem, and proven methodologies that enable their Clients to exceed goals, minimize risk, and drive CX success.






The Eventus Contact Center Strategic Roadmap Methodology



First, Eventus’ team of experienced contact center management consultants will review your strategic plans. Then they will perform a detailed current state analysis by job shadowing, reviewing current data and performing interviews with key personnel. From these inputs, they create a gap analysis, analyze potential strategic options, and develop a strategic operating plan.

The end results of the engagement are a technology roadmap, recommended program plan and complete financial analysis and business case roadmap that show you exactly what you need to do to increase customer satisfaction, grow revenues, modernize your infrastructure, support expansion and manage costs. Even better, Eventus can usually show you how you can achieve some or all of these goals simultaneously.

Operations & Technology Areas of Focus

Quality, Training & Knowledge Base	KPIs & Performance Management	Operations Management	Infrastructure & Technology	Back Office
 <p>Expand critical processes to drive overall customer experience and operational efficiency through the training, quality, and knowledge base programs within the Contact Center.</p>	 <p>Establish objectives, reporting, and outlier management of a specific set of proven KPIs resulting in significant operational and Service Level improvements for the Contact Center and Vendor locations.</p>	 <p>Develop a high-performing leadership team, implement enhanced interaction routing, and other core operational process improvement that will unlock currently available Contact Center capacity.</p>	 <p>Tune essential infrastructure, telephony, and CRM/knowledge base to deliver increased capacity and improved productivity for the Contact Center system.</p>	 <p>Deploy significantly improved workflow routing, reporting, and KPI measurement and management, driving increased efficiency and throughput for the back office team.</p>