

Contact Centre Integration Assessment



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How well are your business objectives aligned with the right contact centre technologies?

Knowing how the technology in your contact centre supports service delivery is critical to the success of your business. By developing a technology strategy that supports the contact centre and your business, you can better face the challenges of ensuring profitable operations and the efficient delivery of new and competitive services to achieve high levels of customer satisfaction.

The Contact Centre Integration (CCI) Assessment is a technology assessment service that helps you do this. A clear roadmap details the architecture, technologies and applications that you need in order to meet your contact centre's business and operational objectives. By using a proven methodology, it comprehensively assesses multiple vendor technologies and projects to help you develop a technology strategy for your business.

You may be facing a host of challenges and may be asking yourself:

- How well the technology strategy for your contact centre is supporting the overall business objectives of your organisation?
- What the value is of prioritising new technologies and having a process of evaluating and selecting vendors?
- How you are able to show how technology spend in your contact centre is justified?
- How the integration of your contact centre and the enterprise architecture supports customer satisfaction?
- To what extent your contact centre supports new services in the organisation?

The Assessment

During a one-day workshop, Dimension Data's skilled contact centre consultants will hold interactive discussions with your organisation's technology specialists as well as business and operational executives. The underlying focus of this assessment is the alignment of the contact centre's technologies to the business and operational requirements, taking into account costs, complexity and risk related factors. We will then deliver any of the following to meet your unique requirements:

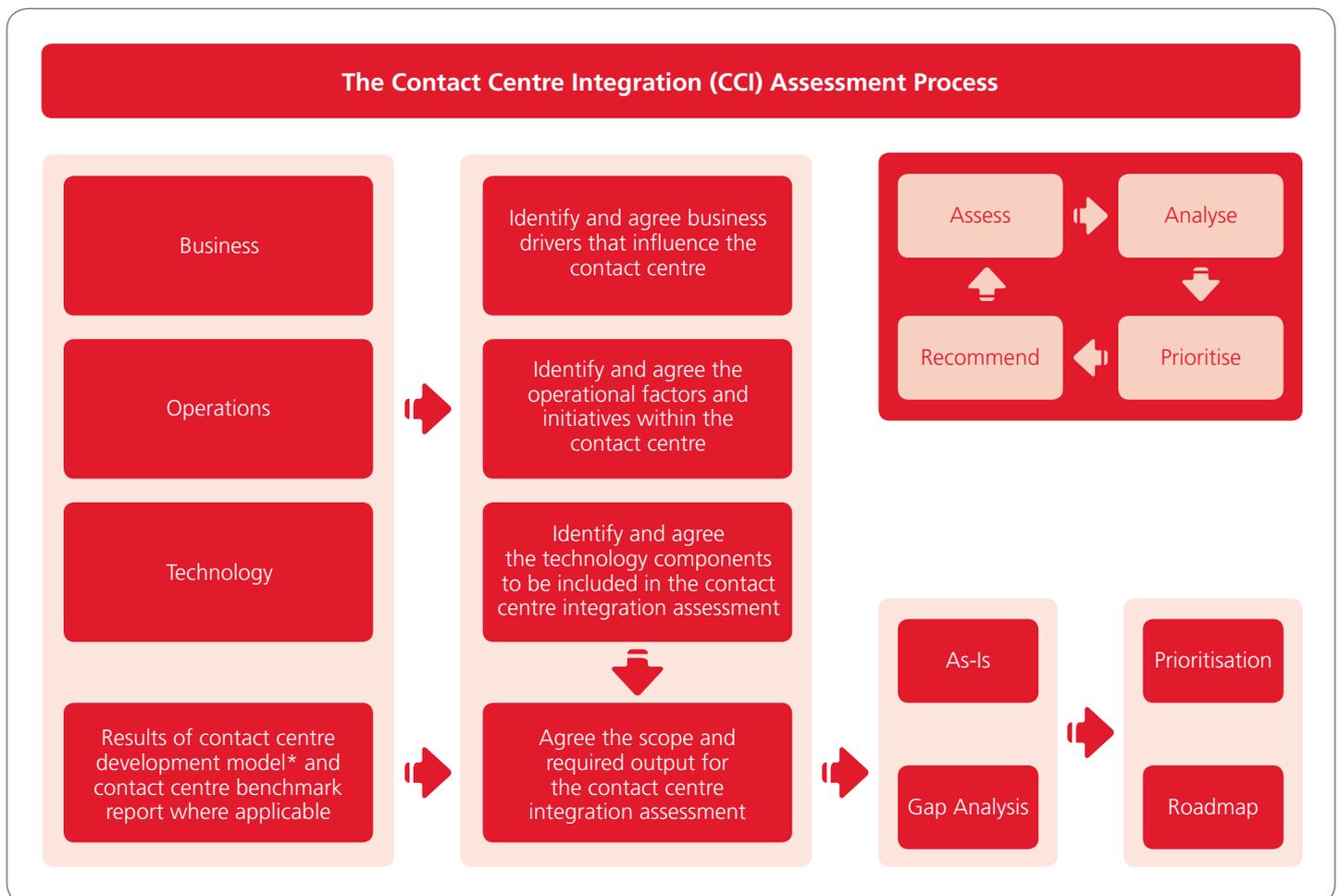
- Architecture and technology roadmaps
- Vendor and partner strategy
- Report on effective use of technology
- Prioritisation of technology projects and initiatives within the contact centre
- Best practice recommendations involving technology



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Figure 1 – Contact Centre Integration Assessment Process



*CCDM - The Contact Centre Development Model (CCDM) can be done as a precursor for those contact centres that require an understanding of how they fit strategically into the organisation.

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What you can expect

Dimension Data's consultants present the findings of the workshop in a presentation to your team. Depending on agreed priorities and deliverables, the presentation may include a focus on the following:

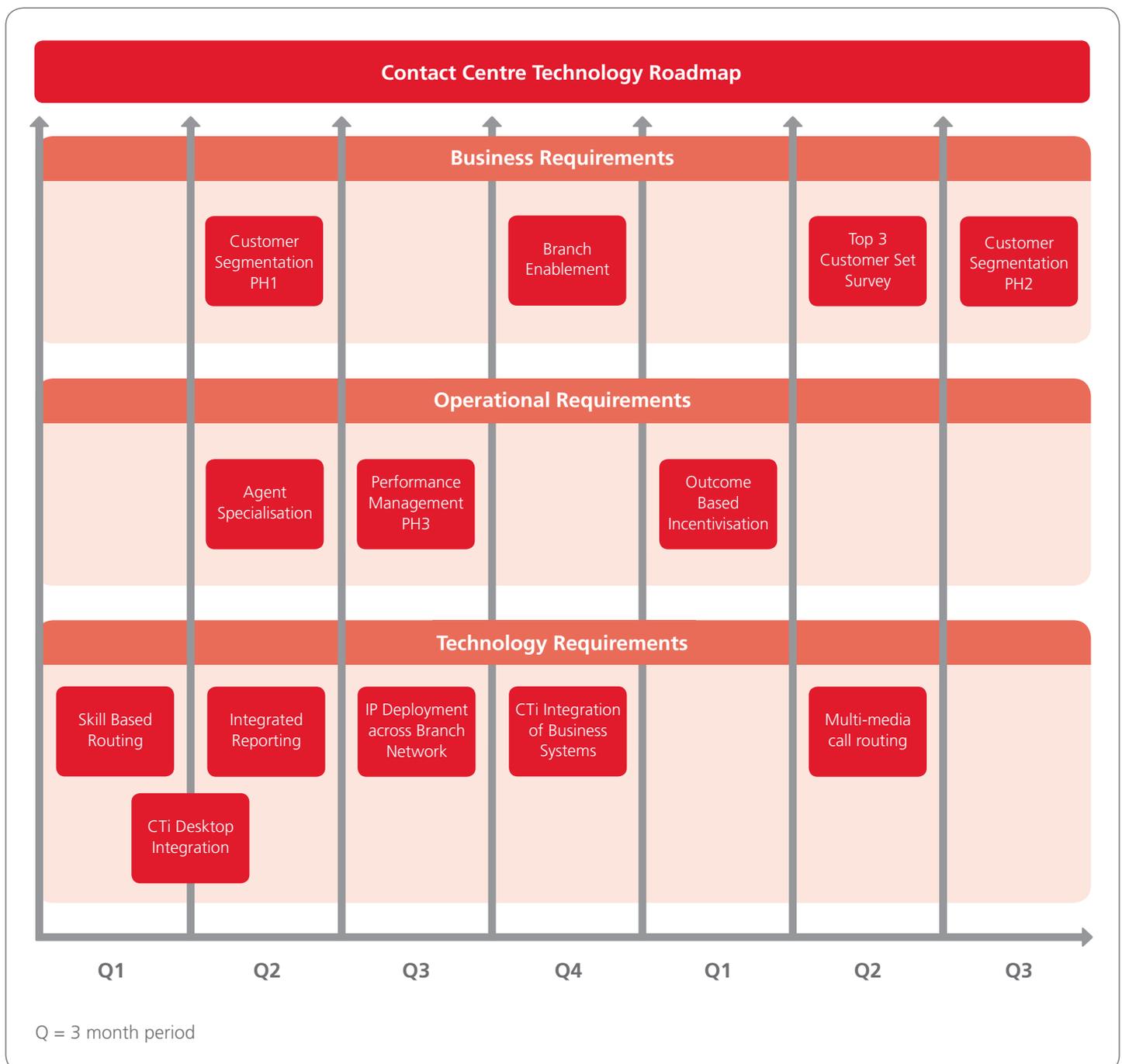
Technology and architectural roadmap

We provide a roadmap that aligns the functionality of the contact centre's technology with your organisation's business and operational strategies.

Vendor and partner strategy

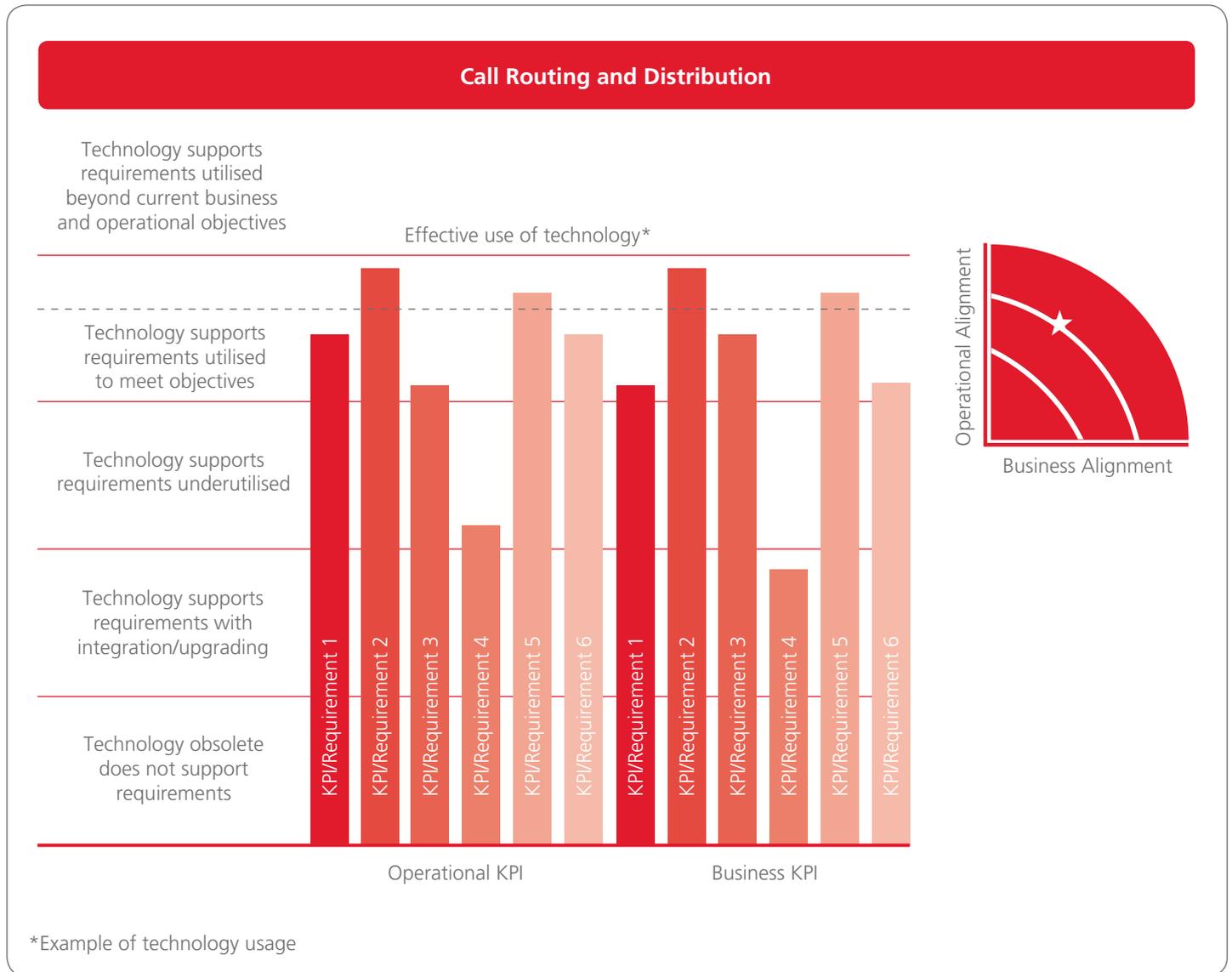
Having a vendor strategy for the contact centre holds many advantages for the organisation. The Contact Centre Integration Assessment ensures that a vendor and partner strategy is achieved to deliver maximum benefit to the organisation.

Figure 2 – Sample of Quarterly Contact Centre Technology Roadmap



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Figure 3 – Example of Call Routing and Distribution KPIs



Effective use of technology

The report includes a detailed assessment of the effective utilisation of existing technologies within your contact centre. Our professionals identify opportunities to maximise the use of technology within your contact centre.

Prioritisation of projects and initiatives in the contact centre

We help prioritise your contact centre projects to meet business, operational and customer requirements.

Best practice recommendations

We make best practice recommendations by comparing your contact centre performance against industry standards based on the findings of Dimension Data's Global Contact Centre Benchmarking Report. The Benchmarking Report is used by key decision makers and managers in contact centres globally as the de facto industry standard for the management and development of their operations.

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Figure 4 – Contact Centre Initiative Priority Map

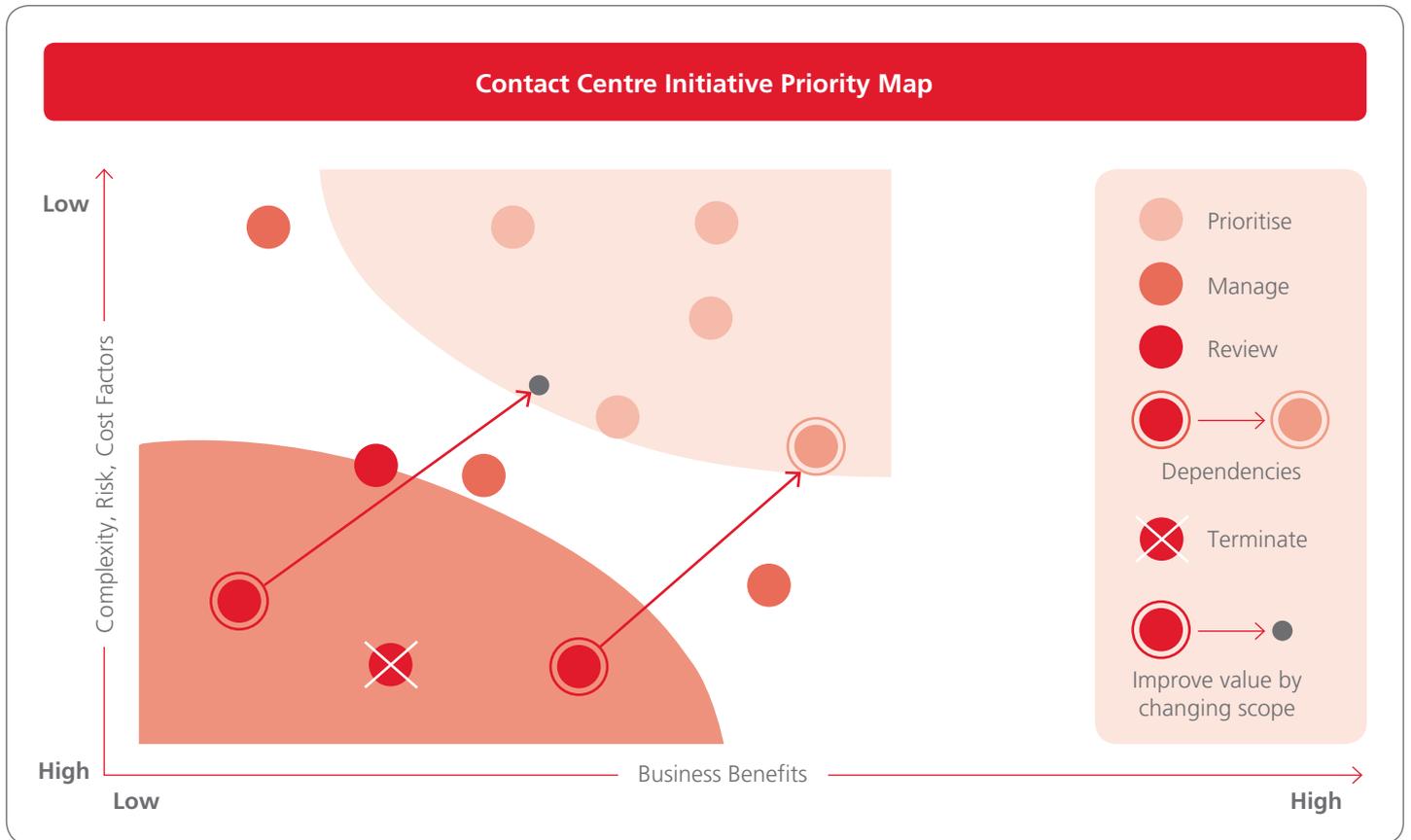
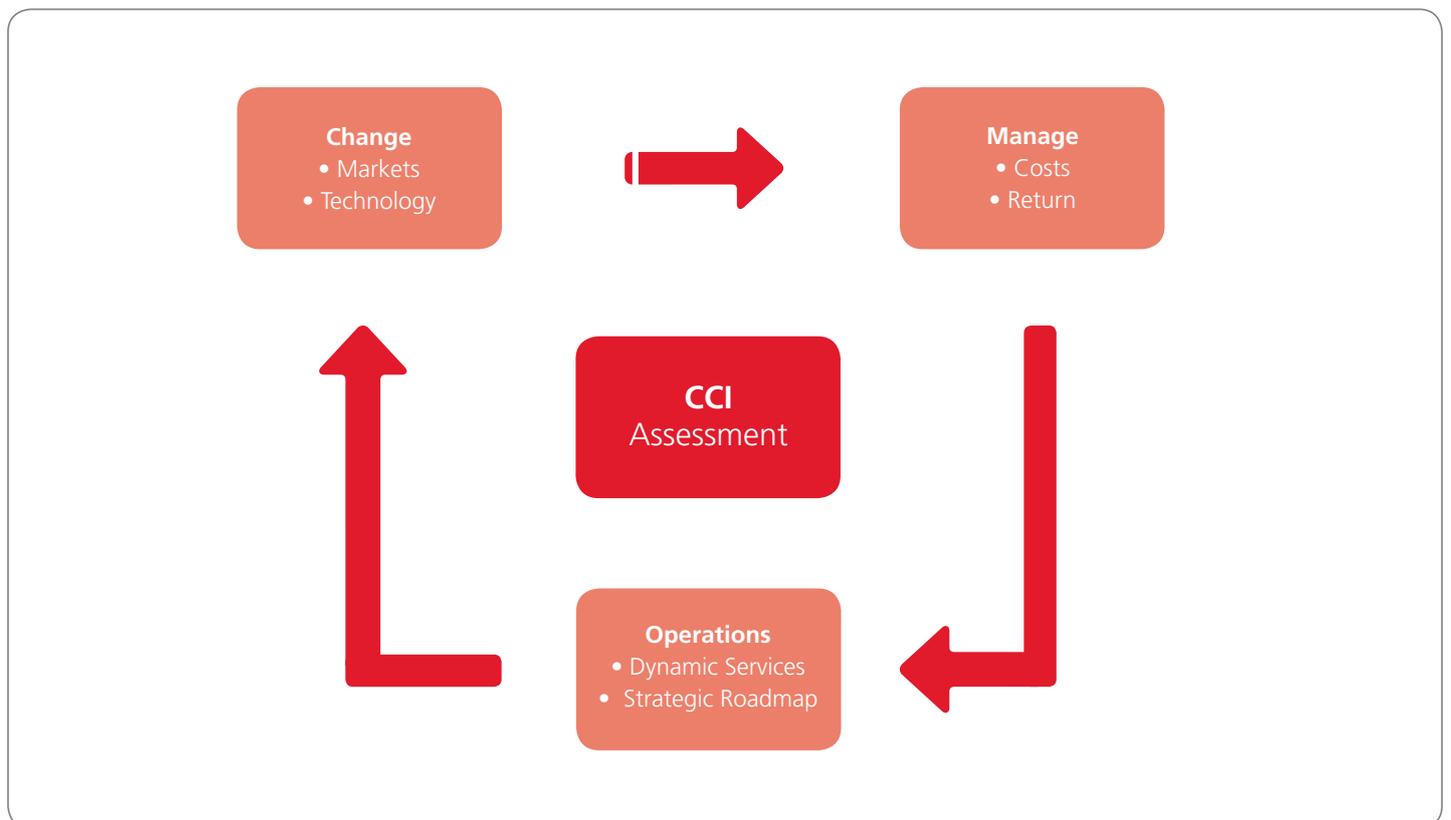


Figure 5 – Contact Centre Integration Assessment Coverage



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Benefits of the Assessment

- Ensures that your current technology strategy meets contact centre and business objectives
- Ensures that the technology projects in your contact centre are prioritised to meet business objectives
- Establishes vendor and technology standards for the contact centre to ensure a foundation on which to develop a future roadmap
- Justifies technology investments with respect to operational and business objectives

The value of a technology strategy

- Ensures that technology and functionality in your contact centre is being fully utilised
- Ensures that the contact centre meets current business and operational objectives
- Ensures that the contact centre meets customer expectations by applying technology functionality in an appropriate way
- Ensures that the organisation responds faster to market requirements

Case Studies

Mobile Service Provider

A Mobile Service Provider with six contact centres and two outsourced call centres located across multiple sites dealt with an average of 1.4 million customer interactions annually.

The equipment in the cellular provider's contact centre had reached its end-of-life and the organisation realised it would cost more to maintain the equipment than to replace it.

The Mobile Service Provider approached Dimension Data for the Contact Centre Integration Assessment to assist in the selection of the appropriate vendor technology for its contact centre, and to articulate this decision back to the business. The Assessment not only helped to choose the appropriate vendor technology, it also enabled the Mobile Service Provider to justify its technology spend.

Hosted Provider

A provider of data processing and electronic payment systems, providing specialist services to major financial services organisations, had disparate technology platforms catering for its customers' needs which were difficult to maintain. The organisation approached Dimension Data for the Contact Centre Integration Assessment to assist it with the formulation of a technology strategy and roadmap. The provider used the findings of the Assessment to build a secure technology platform with the capability to adapt and provide flexible solutions to a range of customers.

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