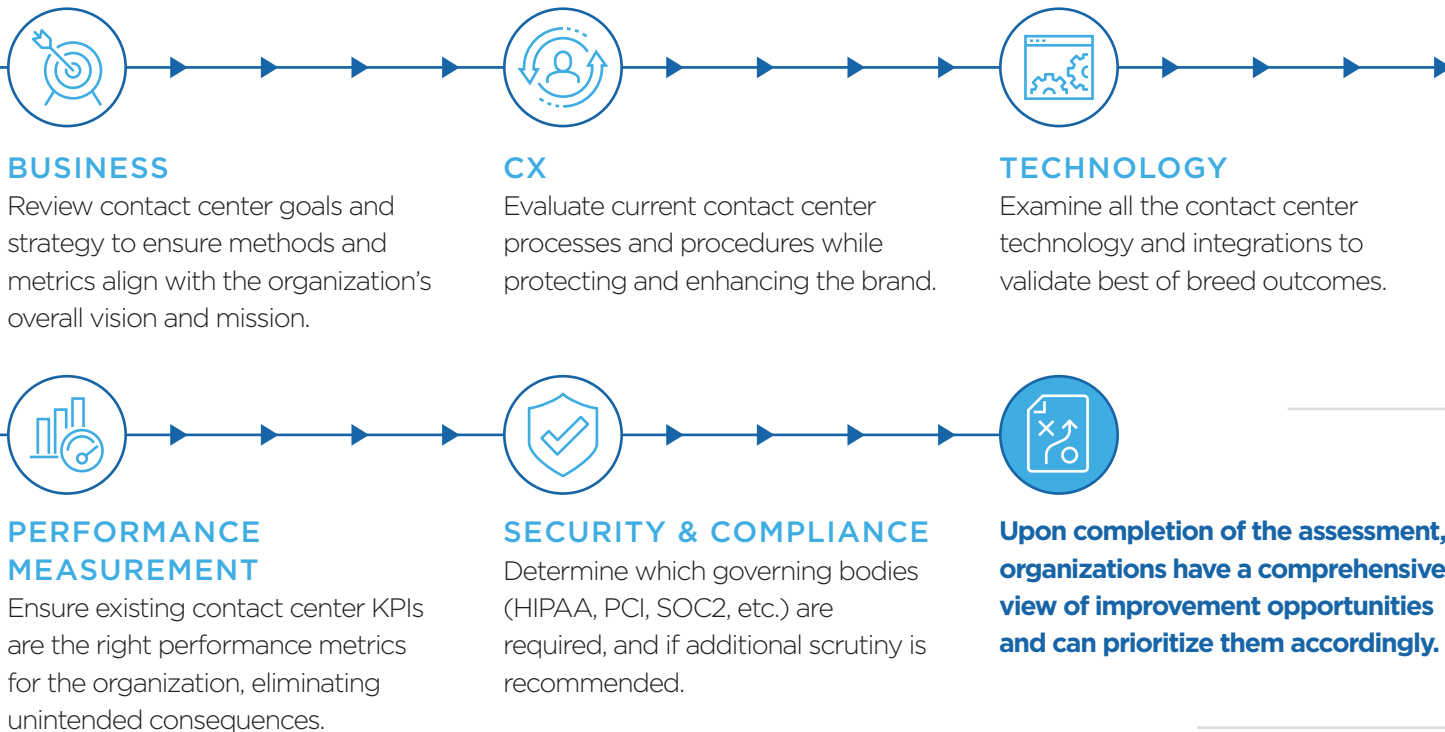


CONTACT CENTER STRATEGY ASSESSMENT

Maximize the full potential of your contact center by evaluating your operational maturity to optimize your strategy and achieve your goals.

Most contact centers were created and maintained out of necessity without a prescribed vision as to their congruency with the business' ultimate goals. Reviewing the underlying contact center strategy is a critical, and a highly recommended, first step towards developing all other strategic moves.

Verinext's Contact Center Strategy Assessment provides a comprehensive review of an organization's contact center by strategically gathering operational information from legacy systems, charting past performance, and using data to plot a course for improvement. This assessment is targeted at establishing the organizational maturity for the contact center based on "like companies" in size, industry, and age across these areas:



Our Contact Center Strategy Assessment enables an organization to:

- ✓ Align the contact center goals to the company vision and sales strategy
- ✓ Identify areas to improve CX to protect and strengthen the brand
 - ✓ Ensure technology supports contact center strategy
- ✓ Verify contact center security and compliance procedures meet governing standards
- ✓ Establish the right performance measurements to achieve contact center objectives

OUR PROCESS

Our proven three-step approach yields a successful contact center evaluation to improve strategy and operations.



HOW IT WORKS

Strategy Alignment

We start by spending 2 - 3 days onsite to observe existing operational procedures, review reporting data and success metrics, evaluate team structure and perform a high-level review of the technology in place and how it is utilized.

Solutions Validation

We then look at five key areas that range from the overall business strategy through security and compliance and compare your organization’s maturity to your overall strategic goals. This evaluation is foundational to uncover bottlenecks, broken processes, and opportunities for improving your customer experience.

Recommendations and Next Steps

Utilizing the collected information, we develop a detailed document illustrating the current state of the environment, as well as, future and best practice recommendations. These future-state recommendations are a result of analyzing the current environment for gaps or deviations from best practices and aims to provide both tactical and strategic recommendations.

Upon completion of the assessment, you’ll take away the following artifacts to enable you to accelerate your contact center strategy:



**Contact Center
Maturity Report**



**Operational Improvements
& Technical Requirements**



**Executive Summary
Readout**

**Ready to maximize the full potential of your contact center?
Reach out to Verinext to kickstart your Contact Center Strategy today!**