

Contact Center Process Improvement

Whether the root cause is inefficient processes, avoidable high demand, poor workforce capacity planning or high turnover, most banks struggle with balancing positive customer experience and organizational performance goals in their contact centers.

Kiran's Contact Center Process Improvement field study utilizes data collected from on-site observations (e.g. time studies, work sampling) and from telephone systems and desktop technologies. Correlation of these data provides insights for contact center process and workforce productivity improvement using an analytics-driven approach. Our recommendations help your bank achieve the optimal balance of operational efficiency and customer experience.

Applications:

- Contact center customer service
- Contact center credit card and loan servicing
- Contact center online banking

Deliverables:

- Monitoring and assessment of contact center processes and systems
- On-site agent observations and call recording observations
- Analysis and correlation of data collected from observations and systems
- Recommendations for performance improvement
- Recommendations for talent acquisition and retention



Key Benefits

- Improvement in customer experience
- Improvement in contact center operational efficiency
- Improvement in workforce productivity
- Improvement in talent acquisition and retention

