

Contact Center Process Improvement

Are you faced with customer satisfaction and performance issues in your contact centers?
Are your agents' workflows and processes streamlined to optimize their productivity?

Kiran Analytics can help you.

Key Benefits



Reduces average handle time



Improves customer experience



Improves operational efficiency



Contact Center Productivity and Service Quality Challenges

Most contact center managers rely on technology and agent training to address customer satisfaction and workforce productivity issues. Yet, inefficient processes and workflows are the primary causes of poor customer experience, low productivity, and high agent turnover. Process-driven analysis helps identify the root causes of inefficiency and prescribe the proper solutions for improvement.

Even contact centers that are achieving their performance goals can benefit from process-driven analysis prior to annual budgeting, consolidation, or resource planning for new work. Without process-driven analysis, it is difficult to predict the resources that will be required to address the new workload.



Improve Agent Productivity and Customer Experience

Kiran Analytics can help your bank achieve the optimal balance of operational efficiency and customer experience in your contact centers.

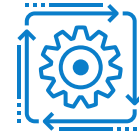
Our advisory service utilizes data collected from on-site observations (e.g. time studies, work sampling) and from telephone systems and desktop technologies. Correlation of these data provides insights for contact center process and workforce productivity improvement using an analytics-driven approach.

Customized Advisory Services that Drive Retail Bank Transformation



Branch Operations Field Study

Provides a detailed view of customer arrivals and wait times, branch workflow, staff utilization, sales, service and non-customer facing activities.



Back-office Process Improvement

Identifies inefficiencies and provides solutions, leading to improved customer service, workforce productivity and cost savings.



Contact Center Process Improvement

Ensures that banks achieve the optimal balance of operational efficiency and customer experience using analysis and insights.



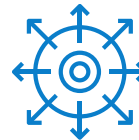
Position Planning

Determines the specific roles to best address customer demand, achieve sales goals, and leverage opportunity for growth.



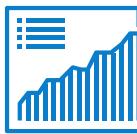
Sales & Service Productivity Assessment

Provides an assessment of branch performance, sales productivity, current processes and systems.



Distribution Optimization

Analyzes the branch and ATM network, services and operating hours, sales targets and customer service levels.



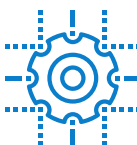
Market Analysis & Industry Benchmarking

Evaluates market opportunities and sets realistic sales and service goals. It is typically coupled with our Distribution Optimization or Workforce Optimization services.



Open Hours Optimization

Determines branch operating hours that are aligned with the market opportunities using analytics-based branch clustering methodology.



Technology Utilization

Provides valuable insights to balance branch efficiency and optimal staffing levels to deliver outstanding customer experience.



Wait Time Analysis

Utilizes a customizable analytics based methodology to address the number one factor impacting customer satisfaction—wait time.