

If you need to improve your Contact Centre service delivery, *atfocus* can help

Our customer care expertise and methodology may be the right solution for you

atfocus understands how to build and maintain relationships and enhance service delivery through customer care and contact management. We offer services to organizations wanting to review and improve customer contact strategies, practices and experiences. Our analysis focuses on how contact centres can improve the quality of services they deliver and how they can deliver services more efficiently.

atfocus works with your organization to validate your contact management vision and strategic direction, leading to the development of required performance metrics. We start with your existing strategy, capabilities and performance metrics. We conduct Voice-of-the-Customer research, and then, working with your organization, define the required performance metrics and a business model to achieve your desired strategy.

Customer and Contact Strategic Visioning and Business Case



We will develop a business case for your contact management strategy that includes the business model, cost/benefit analysis, resource model, business and technology requirements and an action plan to implement your contact centre strategy.

Contact Centre Diagnostic



The *atfocus* Contact Centre Diagnostic will assess your current service level, relative to industry and leading practice standards and help define a desired future state. The outcome of the diagnostic is a detailed report based on 17 critical dimensions, resulting in a gap analysis chart or “spider diagram”, illustrating where you are currently and where you need to be to deliver effective and efficient customer service.

Quality Monitoring and Coaching



The goal of our quality monitoring and coaching process is to encourage and guide performance improvement. Using our proprietary scorecarding tool, our team will work with you to establish and calibrate an objective quality measurement process, including, if required, a Quality Monitoring tool that fits your unique needs.

Customized Training



We will develop and deliver customized contact centre training programs to your front line and supervisory staff to help them improve their service delivery skills. Our staff are expert trainers and our courses are fun, focused and effective.

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flexibility · discipline
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