

Winning support for improvement



Resource planning which focuses on people

Did implementing your new system create more confusion than order? Can your staff cope with more change?

The change process can lead to anxiety and insecurity among your staff. Therefore it's important to gain a greater understanding of the process. To make this easier we have developed the IMPROVE service *Winning support for improvement – Resource planning which focuses on people*. The service will help you create a culture of involvement in and buy-in for the change process which will increase the likelihood of achieving your improvement targets.

To increase understanding and engender support within an organisation, we have developed the IMPROVE service *Winning support for improvement – Resource planning which focuses on people*.

This service will equip managers with powerful knowledge to be able to reassure the team when they are anxious and frustrated. Change processes will be easier when the managers involved understand the aim of strategic resource planning and their own roles and importance within the process.

Investing in Teleopti CCC is part of the process that achieves the objectives set by the organisation. This includes customer satisfaction, a more balanced workload and a more effective use of resources. Through greater understanding of the improvement process, as well as your own and other people's reactions to it, you increase the likelihood of achieving improvement targets.

Objectives

The objectives of this service are:

- To accelerate the return on investment of Teleopti CCC. Thanks to a clear action plan based on the output from a "consequence analysis" workshop outlining the changes recommended within customer service with the focus on customers, staff and profitability.
- Provide customer service managers with a tool which enables them to react to any challenge about the change process with the correct, positive, argument.
- Get everyone on the same side – agents, customer service managers and key people in other relevant departments.

Emphasising the operation's real need – the key to success

Success is based on emphasising the operation's real need for change in order to create a sense of urgency for that change to happen. This means we work against the background of factual consequences that would be a direct result of the improvement measures.

A very important factor in the success of the project is the credibility provided by our IMPROVE consultants and the fact that they have worked to make improvement a reality for many organisations. Their combined experience of the change process makes them a greatly appreciated source of support for our customers' managers.

This is how the process works

STEP 1 Even if the need for change is defined at a strategic level, the need for improvement must be connected to reality here and now. We often see that organisations have not completely taken stock of their present situation. Teleopti's IMPROVE consultant makes a current status analysis of the organisation, objectives, results and ways of working. The analysis is conducted through on-site interviews and analysis in Teleopti CCC and the findings are presented in a report.

STEP 2 Managers in the customer service organisation along with other key personnel (controllers, representatives from marketing and sales) join together under the leadership of Teleopti's IMPROVE consultant for a two-day workshop, to create understanding for strategic resource planning and their roles in the overall plan. A consequence analysis is made based on

motivational and obstructing factors in the implementation of the improvement work. The consequence analysis is presented in a report.

STEP 3 An action plan is created based on the consequence analysis and other input from the workshop, together with Teleopti's consultant and key customer staff. The action plan is presented in a report.

Cost

To satisfactorily achieve strategic change objectives, we recommend undertaking all the steps in the process that we described above. Nonetheless it is possible to undertake and pay for one step at a time. Please contact your Teleopti representative for further information.

Teleopti IMPROVE Consultants

Teleopti's IMPROVE Consultants have extensive experience in Customer Care. Their work includes consulting for effective change management, organisational issues, management coaching and recruitment for contact centres in Sweden and other countries. They also work as project managers for various change management projects and other projects in the Customer Care area. Their operational background in the industry and their experience in driving improvement projects make them extremely valuable in a wide range of projects.



About Maureen LundgrenGomes

Maureen is a Senior Business Consultant specialising in change management. She has a BA in Business Economics, Sociology, Statistics and Human Relations. Maureen has been with Teleopti since 2001, working with our services and products in the Strategic Workforce and Change Management fields in Sweden and internationally.

Maureen previously worked as a project manager, sales manager and product manager at My Travel, Sweden. Together with My Travel's management team, she was responsible for the implementation of Teleopti CCC to balance staffing costs against staffing needs, related to service levels and customers' expectations. Her speciality is to create transparency in the organisation and thereby get buy-in from management and employees for the improvements needed in reaching strategic goals.

About Ulrica Engbrink

Ulrica is a Senior Business Consultant specialising in contact centre management. Ulrica has been employed by Teleopti since December 2006 and, as a former customer, brings all her vital knowledge of Teleopti CCC and how the system is used in an operational environment. Her first assignment has been a full-time project for Nordea, managing a centralisation and implementation project in the Nordic Countries, as the customer's Project Manager.

With her experience of Contact Centre management (cable TV and broadband, outsourcing, bank and finance) in international business both operationally and strategically Ulrica's speciality is identifying and running projects from a KPI-perspective.





Teleopti provides world-leading solutions for strategic workforce management and telecom management. Teleopti contributes to the creation of greater cost-efficiency and productive telephony by providing advanced and customer-unique solutions, renowned for user friendliness, covering telecom management and workforce management.

Hundreds of enterprises around the world already use Teleopti's solutions to attain optimal efficiency and provide the highest levels of service. The solutions are available from Teleopti offices in Stockholm, Oslo, London, New Delhi and Dubai as well as a comprehensive partner network.

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