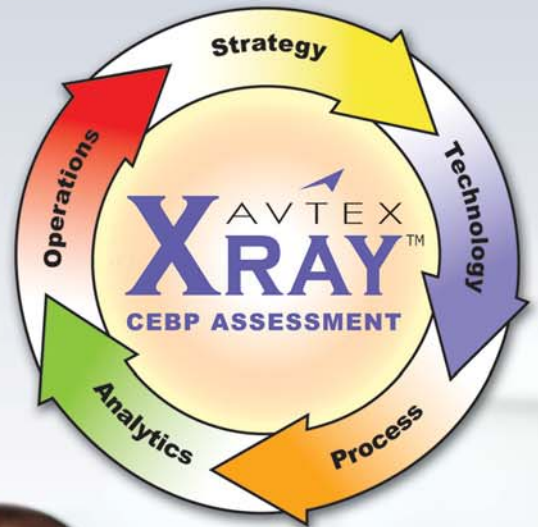


Does Communications Enabled Business Process (CEBP) make sense for your company?

Has your customer ever had to call back because someone dropped the ball on an open issue?

Do your CSR's spend a lot of time in after call work due to manual processes?

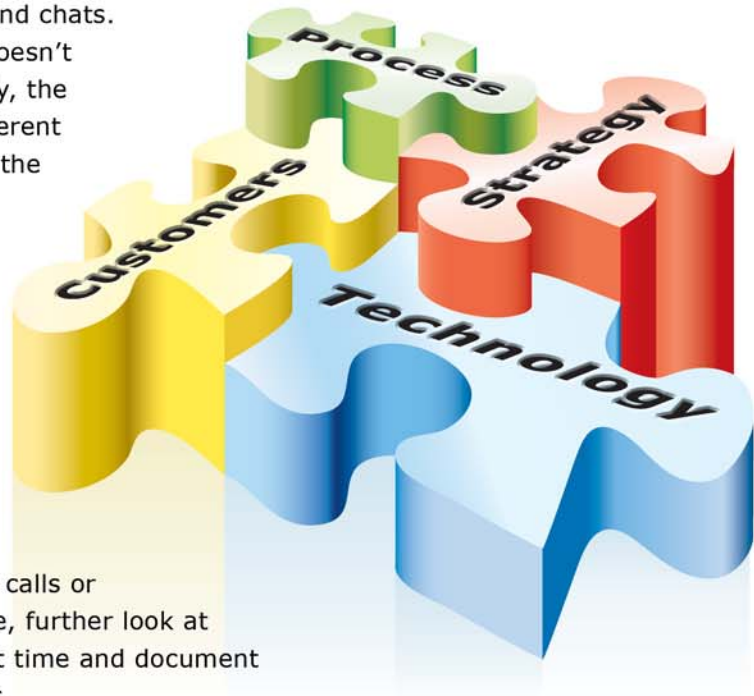
What if you could find a more effective way to manage processes between the contact center and other departments?



Communications Enabled Business Process (CEBP) XRAY™

The AVTEX CEBP XRAY Assessment evaluates your current Contact Center environment against best practices of companies using CEBP. Many contact centers today have optimized the customer interaction processes, including phone calls, emails and chats. However, what happens when your CSR doesn't reach First Call Resolution (FCR)? Typically, the CSR has extended after call work and different manual processes to follow depending on the situation. This leads to human error and often times an upset customer because no one has called them back.

The AVTEX CEBP XRAY Assessment is a half day on-site evaluation of your current contact center processes. In addition, we look at what processes are followed when dealing with workflow between the Contact Center and other departments. We will examine why these calls or interactions are occurring in the first place, further look at why they are not getting resolved the first time and document what happens during the hand-off process.



Key steps of an AVTEX CEBP XRAY™ Assessment include:

- ◆ Initial discussion on a few call types
- ◆ On Site Analysis of current call flows
- ◆ Listen and review agent calls
- ◆ Record after call manual processes
- ◆ Document current hand-offs from the Contact Center to other departments
- ◆ Interview those in other departments that interface with the Contact Center
- ◆ Document how issues are resolved & communicated back to customer
- ◆ Review how the Contact Center is interfacing with your current CRM System
- ◆ Presentation and Report of Findings



The goal of an AVTEX Communications Enabled Business Process (CEBP) XRAY Assessment is to provide your company with:

- ◆ An assessment of what your Contact Center does well, and opportunities for improvement. We assess the customer contact as it relates to your company's overall strategy and building of your brand.
- ◆ Best Practices that other companies have implemented to make improvement in their Contact Center and overall Customer Relationship Management.

The corresponding deliverables to your company are:

- ◆ Exposure to the benefits of Communications Enabled Business Process (CEBP).
- ◆ Share strategies to improve customer service, reduce turnaround time, and automate manual business processes while also performing an analysis of return on investment from implementing a solution.
- ◆ Recommendations for a deeper analysis of your companies "as is" and "to be" processes.
- ◆ A proposal for what the investment would be for a complete XRAY for your Customer Service and Relationship Management processes.

**Call Today & Schedule an
AVTEX XRAY™ CEBP ASSESSMENT**



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