Improve Your Contact Center with a COPC® Operational Assessment

copc®

We are the industry leader in providing consulting services to help customer contact centers increase revenue, reduce costs and improve customer satisfaction. Since 1996, we have worked with hundreds of contact centers and vendor management organizations (VMOs) to assess and improve their operational performance. Our experience includes various industries — such as healthcare, technology, telecommunications, travel, financial services, government and retail.

An Analysis of Key Performance Issues

We typically begin a client engagement by performing a COPC® Operational Assessment — a quick and comprehensive analysis of your customer contact center to assess performance issues and provide actionable recommendations.

This assessment involves our consultants conducting on-site interviews, collecting data about operational performance and processes, and analyzing our findings compared to benchmarks of high-performing companies worldwide. All of our work is based on the industry-leading COPC Customer Experience (CX) Standard, a collection of performance management systems for contact centers, customer operations and VMOs.

Features and Benefits:

- A comprehensive on-site assessment to determine root causes of performance issues

- Comparison of your center to global best practices for managing people, processes and performance

- Can be a holistic review of your entire operation or can target a speci ic area, such as customer satisfaction, quality, people processes, workforce management or your VMO

- Provides customized recommendations speci ic to your operation

About the COPC® Operational Assessment

PREPARATION

Data is collected before our on-site assessment, such as:

- Volume data by transaction type
- Technology utilized by the site
- KPIs for the past six months
- Process documentation

DISCOVERY

We conduct an on-site review to learn:

- How your centers are positioned
- The interdependencies between business units
- The customer experience
- Operational capabilities
- Transaction types and key support processes

ANALYSIS

We then compare our findings to standards of high-performing organizations and provide analysis, which could include:

- Absenteeism and attrition
- Agent-level average handle time (AHT) variation
- Forecast accuracy
- Cost per minute or transaction
- Efficiency (utilization, AHT, occupancy)
- Sales and revenue performance
- Organizational structure and staffing ratios
- Service levels
- Quality process and results
- Recruiting, hiring and training processess
- Reporting and data integrity

REPORT

Our team will develop a customized report that provides:

- A detailed description of each key process that was reviewed
- Your center's performance relative to best practice benchmarks
- A list of recommended operational improvements
- Estimated return on investment, if operational cost data is available

About COPC Inc.

COPC Inc. provides consulting, training, certification, benchmarking and research for operations supporting the customer experience. The company created the COPC Standards, a collection of performance management systems for customer experience operations, customer experience management, vendor management and procurement.

Founded in 1996, COPC Inc. began by helping call centers improve their performance. Today, the company is an innovative global leader that empowers organizations to optimize operations to deliver a superior service journey. COPC Inc. headquarters are in Winter Park, FL, U.S., with operations in Europe, the Middle East, Africa, Asia Pacific, Latin America, India and Japan. www.copc.com.

Learn more at **copc.com**

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