

Bringing Business Process into the Contact Centre

All organisations rely on a level of business process in order to operate effectively. Some have formally documented procedures, others have informal agreements covering the way things get done. In one way or another we all use business processes to achieve business objectives. Contact centres are vital customer-facing areas and there is a strong need for well defined business processes to be used by contact centre agents when handling calls. See how introducing CallScripter into your business process will enable you to achieve your business objectives.

Business Objective:
Maintain Standards

Why do it?
To give customers confidence in your product and service

Why CallScripter?
The CallScripter application provides uniformity to ensure consistently high standards

Business Objective:
Improve the Customer Experience

Why do it?
Quality of service is increasingly becoming a determining factor for customers choosing suppliers and service providers.

Why CallScripter?
CallScripter's unified desktop allows agents to view all necessary information in one place, meaning that they can give the caller their undivided attention whilst resolving the call quickly and efficiently.



Business Objective:
Quality Assurance

Why do this?
Customers would rather pay for a quality service than a cheaper, less reliable service. They will then continue business with your company and recommend you!

Why CallScripter?
CallScripter guides agents to collect the correct and compulsory information needed to resolve the call, meaning fewer mistakes, call backs and hold time.

60%

of customers would rather pay more for a better experience

Business Objective:
Simplify Training

Why do this?

Lengthy training processes delay agents reaching the frontline, demoralises new recruits and increases costs.

Why CallScripter?

CallScripter has a track record for slashing training times and budgets by as much as 50%! We will shorten the time to agents being active, increase the efficiency of your existing agents and increase that bottom line.



Business Objective:
Compliance

Why do this?

Data handling requires certain legal requirements to be met. Falling foul of the law can put your organisation in a difficult position which can be extremely damaging and hard to recover from. Taking preventative action is the best way to safeguard your contact centre.

Why CallScripter?

There are measures that can be taken to ensure your company is operating both within the law, and fulfilling your business needs appropriately. CallScripter enables you to ensure agents remain compliant and that you can quickly react to changes in regulations.

42%

of service agents are unable to resolve customer issues due to disconnected systems, archaic user interfaces and multiple applications

Business Objective:
Adaptability

Why do this?

The business world is advancing at an alarming rate. No matter what industry you operate in, it is essential to keep up with new developments to stay on top of your game and encourage progression among your staff.

Why CallScripter?

CallScripter is constantly evolving, giving you the most advanced technology as we get it. Our application allows your business to keep up to date with the latest trends, staying one step ahead of the competition and giving your business the edge.

