



businesssystems



CONSULTANCY SERVICES



**Quality Monitoring
Consultancy**



**Speech Analytics
Consultancy**



**Resource Planning
Consultancy**



**Call Recording
& QM Training**

Business Systems provides Consultancy Services across four core areas; quality monitoring, speech analytics, resource planning and systems training. These services have been tailored following years of numerous call recording and associated technology implementations in contact centres across all industry verticals with bespoke training delivered for a number of call recording and quality monitoring products.



Quality Monitoring Consultancy

Our quality monitoring consultancy goes beyond the conventional practices for system implementation and training. It's not just the quality tools that help create excellence; it's how staff use those tools. Our goal is to see products maximised to their full potential thus helping our clients achieve quicker return on investment and ultimately enhancing their own customer's experience.

Tailored Consulting Solutions

With any quality monitoring installation our tailored consultancy service typically provides:

- **Development Needs Analysis (DNA)** – Prior to systems implementation a DNA is conducted using proven consulting methodology. Our consultant meets with key customer stakeholders onsite to identify and gain a clear understanding of their unique business requirements and objectives. A detailed recommendations document is then provided.
- **Recommendations & Project Planning** – It is important that a new quality monitoring system fits seamlessly into the current working environment and practices. Because of this every 'Recommendations and Project Planning documentation' is tailored specifically to the client's needs.
- **QM Systems Configuration** – Ensures that the configuration of the quality monitoring system invested in, best suits the needs and dynamics of the contact centre whilst ensuring that all key product features are fully leveraged and customised.
- **Offsite Support & Post Implementation Reviews** – Following any initial consultancy carried out, we provide offsite support via telephone or email at no extra charge for a set period after completion of consulting services. Similarly following product installation, onsite reviews are conducted at suitable intervals, providing a high level analysis of what is working and areas to focus on for improvement.

Key deliverables of the consultancy:

- Provides in-depth analysis of existing coaching and quality monitoring processes
- Identifies inefficiencies in existing quality procedures
- Reviews how agent calls are currently monitored, the evaluation and scoring criteria used, as well as calibration practices and reporting tools
- Provides a detailed plan of action highlighting opportunities for improvement
- Provides effective change management with the introduction of new quality monitoring systems



Speech Analytics Consultancy

Business Systems provides independent speech analytics consultancy and advisory services to help organisations significantly outperform in the dynamic and challenging environments in which they operate.

Do you have real actionable business insight?

Everyday your business is interacting with its customers for MANY different reasons...understanding those reasons and drivers is the key to business success. Increasing the number of positive interactions such as sales and up-sells whilst reducing negative interactions such as complaints or poor business process is an objective shared by all, the key is always where to start.

Voice of YOUR customer - If you are recording your calls you are capturing the voice of the customer already but what are you doing with it? Chances are, very little....

Our extensive experience of providing **ACTIONABLE** business insight allows us to offer consultancy services designed around your specific business objectives which help extract the hidden information captured within your interactions.

Consultancy Service	Overview of Consultancy Service
Snapshot/Benchmarking	<ul style="list-style-type: none">• Measure current performance of a specific objective• Engagement will include a follow-up snapshot to measure improvement gains
Waste Elimination	<ul style="list-style-type: none">• Identify waste on calls relating to process, agent or customer behaviours (i.e. Measure and quantify cost to business of silence on calls)
First Call Resolution (FCR)	<ul style="list-style-type: none">• Quantify current level of FCR• Understand the volume and reasons for repeat contacts and derive an action plan to improve FCR
Revenue Generation	<ul style="list-style-type: none">• Categorise calls that didn't have a successful outcome and identify underlying reasons why• Identify the volume of lead generation and evidence - good and bad practice
Revenue Protection	<ul style="list-style-type: none">• Identify and quantify what attempts are being made to retain revenue / customers and what makes a successful retention discussion
Compliance	<ul style="list-style-type: none">• Large scale analysis of compliance centred investigations to ensure satisfactory adherence or to pinpoint specific instances of non-adherence
Outsourcer/3rd Party	<ul style="list-style-type: none">• Measure the performance of any outsourced contact centres against each other or versus an internal contact centre to ensure best practice

Other potential areas for consultancy support:

- FCR improvement
- Demand elimination
- Sales effectiveness
- Outsourcer effectiveness
- Service quality improvement
- IVR optimisation
- Identification of caller intent
- Call volume and AHT deflection
- Revenue optimisation
- Customer retention
- Non speech reduction
- QM optimisation
- Up-sell and cross-sell effectiveness
- Improvement of collections rate



Resource Planning Consultancy

Our resource planning consultancy goes beyond the conventional practices. It's not just the tools and techniques that help create excellence; it's how staff use and interpret those tools. Our goal is to see products, tools and techniques maximised to their full potential thus helping our clients achieve efficiency savings and ultimately enhancing their own customer's experience.

Tailored Resource Planning Consulting Solutions

With any resource planning engagement the consultancy service typically provides:

■ **Resource Planning Benchmarking** – Using our extensive resource planning knowledge we will benchmark and review your current resource planning methodology and tools. Our consultant meets with key customer stakeholders onsite to identify and gain a clear understanding of their unique business requirements and objectives. A detailed recommendations document is then provided.

■ **Recommendations & Project Planning** – If you have a new system installation, special project or any other project which requires specialist knowledge this package will either lead or fulfil the missing role in your project and will be a key resource through the project lifecycle.

■ **WFM Systems Configuration** – Ensures that the configuration of your workforce management system (WFM) maximises the needs and dynamics of the contact centre whilst ensuring that all key product features are fully leveraged and customised.

■ **Offsite Support & Post Implementation Reviews** - Following any initial consultancy carried out, we provide offsite support via telephone or email at no extra charge for a set period after completion of consulting services. Similarly following product installation, onsite reviews are conducted at suitable intervals, providing a high level analysis of what is working and areas to focus on for improvement.

Key deliverables of the consultancy:

- Provides in-depth analysis of existing coaching and resource planning processes
- Identifies inefficiencies in existing resource planning procedures
- Reviews key components of resource planning lifecycle, the methodology and techniques used, as well as calibration practices and reporting tools
- Provides a detailed plan of action highlighting opportunities for improvement
- Provides effective change management with the introduction of new resource planning methodologies



Call Recording and QM Training

We ensure that clients gain maximum benefit from their call recording and quality monitoring installations by providing high quality, structured and bespoke training services. Training programmes can be tailored for Agents/Operators, Team Leaders/Managers, QM departments and IT departments depending on job roles and system usage. More complex technical training can be provided where required.

Training is generally provided following either a new product installation or a systems upgrade and 'train the trainer' courses are also provided on request ensuring knowledge transfer and ownership is retained internally by the customer.

User training typically incorporates:

- User interface and login
- Building search queries and reviewing results
- Replaying, saving and live monitoring of calls
- Call evaluation and calibration
- Creating reports, scheduling and admin

Systems admin training typically incorporates:

- Administering security settings and profiles
- Creating, editing, deleting and managing Agents, Users and Groups
- Creating and editing rules within Rules Manager
- Creating and managing evaluation forms

All training courses are conducted by fully experienced and accredited trainers either at our training site in Isleworth, Middlesex or at your preferred location.

We provide training for the following:

- | | |
|--------------------|---------------------|
| • NICE Universe | • Vocal Recorders |
| • NICELog | • Wordnet Series |
| • NICE Perform | • Verint AudioLog |
| • NICE Smartcenter | • ASC Recorders |
| • Mirra Series | • Red Box Recorders |

Course length is dependent on content and level of complexity ranging from ½ day upto 3 days for more technical systems.

Key Benefits

- Develop and enhance end user knowledge
- Gain insight into additional product features, saving time and increasing productivity
- Save management time by bringing new recruits up to speed quickly
- Ensure call access regardless of absence or annual leave constraints
- Acquire excellent referral documentation and user manuals





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About Business Systems

Business Systems is the UK's largest independent provider of market leading call, screen and VoIP recording solutions. The company offers unbiased advice on the 'best fit' solution from industry leading manufacturers accompanied by fully project managed implementation, consultancy and maintenance services.

Professional services include assistance in implementing quality monitoring and advanced analytics programmes or enhancing existing ones whilst setting up measurable objectives to ensure a speedy return on investment.

Business Systems services and maintains tens of thousands of channels in the largest call recording installations across call centres throughout the UK and in over 40% of London's Financial District.

All professional services are offered directly from in-house service personnel certified by various partners including NICE systems. Business Systems is also ISO 9002 accredited ensuring all services delivered are of the highest quality.



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