

GEMS - ccSUCCESS

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There are dozens of ways to improve productivity in the contact center, whether through technology, HR, or operational management techniques. While ad-hoc improvements can be realized, it is far more difficult to obtain continual productivity improvements. GSS's ccSuccess is a comprehensive approach to improving productivity, by combining analysis of various reports and benchmarks, application of best practices, and on-going support of the recommendations' implementation. These improvements require continuous professional guidance.

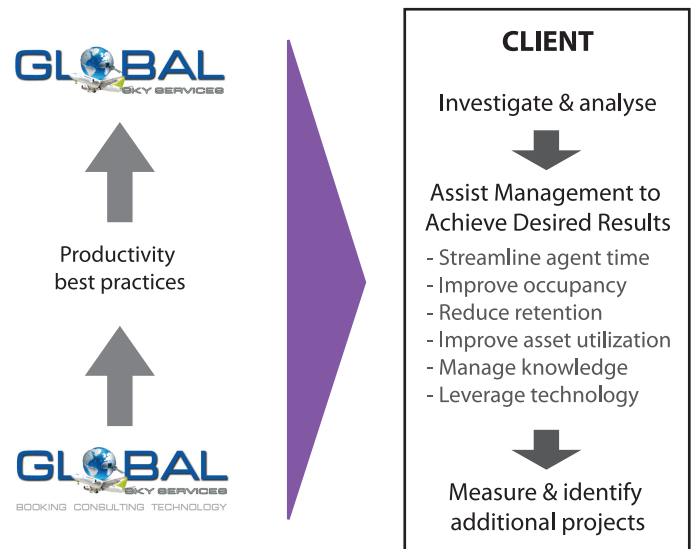
THE APPROACH

The center of gravity of ccSuccess lies in GSS's support of the operational-level management when implementing GSS's best practices. This implementation support is preceded by a thorough analysis of the as-is situation. GSS's consultant team will review your operational metrics and environment, including the following:

- Σ Human Resources and training processes and Key Performance Indicators
- Σ Operational management practices (forecasting, scheduling, management of shifts)
- Σ Operational and quality metrics (e.g. Average Handle Time, wrap compliance, first-contact resolution, quality monitoring scores)
- Σ Applications, network and general technology infrastructure
- Σ Facilities and other factors potentially affecting employee satisfaction.

Once, based on the audit results, actions have been defined, prioritized, and scheduled, GSS will support and coach the staff to successfully implement the actions. GSS's consultants will share their knowledge, coach middle management, and provide guidance as to how best execute the plan.

Finally, the team, assisted by GSS, will analyze operational results, compare the plan against actions already implemented, and decide on next steps to take.



Productivity improvements cannot be the end-all of the contact center. GSS's Global Enterprise Management Suite (GEMS) provides a comprehensive solution to address all of the contact center management challenges in a holistic way. Whether the company wants to begin with short-term improvements or create a long-term strategy, ccSuccess is the ideal product.

Benefit from GSS's expertise around the world and leverage its twenty years of operational experience. GSS's GEMS team will prove an invaluable partner. Let us help identify those actions that provide the highest ROI, depending on the business, culture, and markets.