



IT and Telecom Consulting Inc.

Architecting Innovation

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Dear Contact Centre Manager,

As a Contact Centre Manager, you are responsible for the efficient and effective operation of your contact centre. To support you in this, you rely on contact centre tools, which provide you real-time displays and performance reports.

Unfortunately, many contact centres are set up in such a way that these reports have limited value in identifying customer service problems as they capture only part of the client experience. Also, performance reports can identify agent efficiency but they say nothing about effectiveness.

TMC has extensive experience in conducting agent quality assessments and we have developed assessment and reporting techniques and tools that our clients use to provide the complete picture of contact centre operations. TMC can work with you to conduct a Quality Assurance assessment and develop a QA Strategy based on best practices. We would perform some or all of the following:

- Investigate the flow of each of your communications channels, mapping the process and identifying which parts of the process are captured by your management tools and which parts require additional processes or tools to obtain complete reporting.
- Review your existing reports to look for 'red flags' which will direct us to investigate further. We will monitor specific agents and spot monitor others to develop QA scoring to allow you to provide targeted training to bring all agents up to your QA standards.
- Close the loop by talking with sample customers to gain the complete QA picture.
- Compare you to others:
  - What are similar organizations doing? What are the leaders doing?
  - What are industry best practices?
  - What are the relevant technology trends?

We would deliver a report detailing your QA assessment and how you compare to others and to best practices. It would include short term improvement opportunities, recommendations and roadmap, including phasing, to achieve peak performance.

TMC is independent of all vendors, trusted to provide sound business advice to improve contact centre quality through optimizing process and technology. We would be happy to meet with you, without obligation, to discuss how we've helped others and how we can help you to better meet your objectives.

Regards,

*Ellen*

Ellen Koskinen-Dodgson, P.Eng.  
Managing Partner

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