



INI Customer Experience Assessment

Uncover hidden opportunities for serving your customers

Continuous improvement efforts are vital to the success of an organization, particularly when it comes to customer facing processes like those managed in the contact center. Periodic assessment ensures that procedures and resources remain effective, up to date, and in alignment with business objectives.

INI's Customer Experience Assessment has been designed to provide organizations with a cost effective, professionally implemented assessment of their IVR platform and contact center practices.

The assessment gives a clear picture of the health of the organization's contact center in areas that directly impact profitability, including business process efficiency, cost reduction, and the customer experience.

Professional Recommendations

INI professionals possess deep expertise and knowledge of self-service environments, and are uniquely qualified to provide insight that is valuable to planning, decision-making, and continuous improvement efforts.

The assessment includes analysis of current documentation, one-on-one interviews with key stakeholders, agent observations, and an actionable list of findings and recommendations. The results are provided in a comprehensive document which includes an IVR strategy road map designed to simplify decision making and scale improvements to budgetary constraints.

The Assessment Process

Phase 1: Introduction

- Project Overview
- Identify Key Stakeholders

Phase 2: Assessment

- Review Existing Documentation
- Conduct Interviews and Observations
- Analyze Results
- Create the Report

Phase 3: Presentation

- Present Findings and Recommendations
- Documentation Handoff
- Question and Answer Session

Contact Center Solutions



Benefits

- Decrease operating costs
- Increase staff productivity
- Improve customer satisfaction levels
- Decrease collection efforts and protect revenue streams
- Reduce error rates
- Expand service offerings
- Increase customer interaction
- Promote repeat business
- Leverage current technology
- Uncover business opportunities
- Justify system and application upgrades
- Strengthen customer relationships

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