



# Teleopti Operational Assessment



## What is a Teleopti Operational Assessment?

A Teleopti Operational Assessment is a study of your contact centre traffic, resource planning, agent performance and service levels towards customers. It strives to answer the following questions:

- How effectively is your organisation using your current resources to satisfy your customers?
- How can you optimize and improve the relationship between service levels, agent satisfaction and operating costs?
- How much is this improvement worth?

A Teleopti Operational Assessment provides a clear picture of your present situation and potential for improvement of

your operations with the help of Teleopti CCC. Our experienced consultants analyze specific statistics from your contact centre based on our long experience with customers across five continents and many different industries. We then create an optimal resource plan in Teleopti CCC that is compared to the present situation. The study's findings are summarized in a concise, illustrative and easy-to-understand presentation of approximately 20 slides.

## What benefits do you get from an Operational Assessment?

A Teleopti Operational Assessment is a quick yet powerful study of the current situation in your contact centre that has

