

# Results<sup>TM</sup> service performance improvement

quick, consistent and sustainable customer service improvement through a targeted training and development programme

The Results service performance improvement programme is a training and development solution designed to dramatically improve the customer service performance of your organisation - fast.

Results is a complete solution combining services, a proven method and a unique software skills management system. Together these will enable you to identify and develop the skills, knowledge and motivation needed to improve customer service.

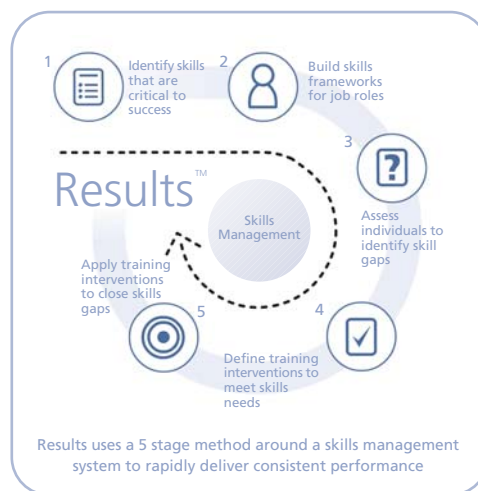
Results will also help you to successfully manage and maintain skills within your contact centre to improve consistency and maintain the customer service performance improvements over time.

## Seeing is believing

The Results programme begins with a short 'Proof Positive' phase that makes it easy for you to try this unique approach to sales improvement, and see the bottom line Return On Investment (ROI), before making a significant commitment:

- Low risk - up to 50 agents in the Proof Positive group will establish the effectiveness of the programme before you have to make any significant commitment
- Fast - the Proof Positive phase will quickly see best behaviours identified and introduced into your organisation
- ROI - Proof Positive will establish a clear increase in customer service performance

The Proof Positive phase has been designed to enable you to see for yourself how the Results programme will impact your organisation. Furthermore, this quick and effective trial will establish a compelling ROI and enable you to consider how best to deploy it across your enterprise to release the full service potential of your contact centres.



## How does Results work?

Delivering better customer service depends on your agents exhibiting the appropriate service behaviours during each and every customer interaction.

The first stage of the Results programme identifies the behaviours that your agents need to have to serve your customers successfully. These behaviours form the basis of a skills framework that, using a hosted skills management system, can then be used to carry out a comprehensive training needs analysis (TNA) of your agents to identify skills gaps.

Where gaps are found we can design and provide effective training interventions to boost skill levels. Alternatively we can also provide training for your own staff so that they can develop and deliver effective training interventions themselves. The skills that your trainers need can also be managed through the skills management system so that you can be sure all of your coaches have the capabilities they need.

But, improving service is about more than just agents' skills, its also about motivation. The



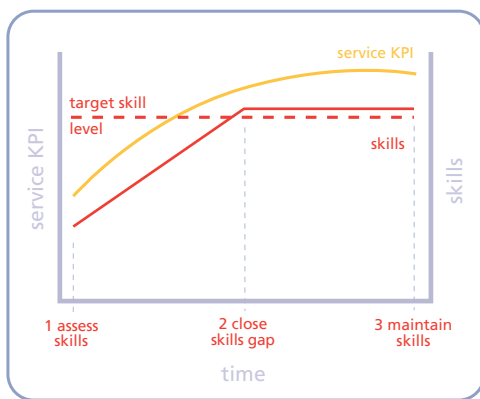
## Results benefits

- Quick to implement with fast results
- Sustainable and consistent performance improvement using skills management
- Effective for all service goals including:
  - improving customer retention
  - increasing first call resolution
  - reducing handle time,
  - increasing rapport
  - improving call quality
  - picking up on feelings
  - using positive language





'product knowledge, customer acquisition and marketing are among the top 5 skills gaps for advisors' e-skills UK Contact Centre Survey



Results will enable your organisation to quickly acquire the skills necessary to improve performance and maintain these over time

Results programme will enable you to see if your team leaders and management have the skills they need to build successful motivational programmes and develop the abilities needed to create the tools that drive exceptional service. Once again these skills can be accounted for within the skills management system so that you can be sure your agents, team leaders, coaches and even your management team

have all the skills they need to support your service initiatives.

#### About the Results team

Results is a complete training and development solution for improving performance of specific business objectives. It combines Prosell's proven training services methodology with QPC's extensive knowledge of contact centres and skills management systems.

Prosell's performance improvement focused training and development services have helped organisations like Halifax General Insurance increase sales by 35% and EDS improve first time fix rates by 40%. QPC has wide ranging experience of skills management and performance development working with many of the world's leading companies over the last 15 years.

For more information on how a Results programme will benefit your contact centre, or to arrange a demonstration, call,

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[www.qpc.com/mea](http://www.qpc.com/mea)

#### Results features

- Proven, reliable and fast methodology
- Easy to use and fast to implement hosted skills management system
- Design of a bespoke skills and competency framework to meet your service goals
- Creation of successful training interventions to meet your specific needs
- Agent, trainer and management level coaching
- Thorough TNA at all levels to identify skills gaps and use training resources efficiently to maximum effect

## QPC - customer service transformation

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