



# QPC managed services

reduce costs, mitigate risk  
& improve quality of service

## our solutions:

- Delivery in days and not months
- Flexibility to migrate to an in-house deployment when ready
- Pay as you go
- System reliability and connectivity guaranteed without the need for internal support resources

## major benefits:

- Consistent and reliable service
- Simple fee structure
- Achieve real gains in customer and employee satisfaction
- Removes the need for internal support resources
- Expand or reduce system use to meet changing business needs
- Cheaper alternative to purchasing individual products
- Up to date technology, no recurring software upgrade or maintenance costs

Management information system

Workforce management

Performance & skills management

## a flexible approach to service management

QPC can help you reduce costs, mitigate risk and improve your quality of service. QPC Managed Services, a portfolio of workforce optimisation capabilities takes a flexible approach to service management and can help you address today's challenges whilst you focus on improving your competitive advantage.

It is widely recognised that technology innovation is key to gaining a competitive advantage, but for smaller operations it can be difficult to justify the expense of purchasing software solutions.

QPC Managed Services offers smaller organisations customer service solutions that have traditionally afforded larger companies enormous gains in terms of revenue, cost saving as well as customer and employee satisfaction.

## QPC managed services

Management information system for the Telstra CustomNet service - real time display providing a complete view of current call activity, load management and ACD configuration as well as comprehensive reports.

Workforce Management – accurately forecasting your call volume and scheduling the correct number of agents to maintain a consistently high level of customer service is a fine art. Done correctly it you will save you both time and money. Our resource planners have years of experience across a wide variety of industries.

Performance Management – managing the performance and skills of your staff is a tricky business. Ensuring that customer service and satisfaction maintain a continually high standard can be even harder. QPC can manage this function for you or at least provide you with the data required for you to take action.

All of our solutions offer full access to the application or a reports only package which can be customised to suit your needs.

For more information about how QPC managed services can benefit your business, please contact:

+61 (3) 9329 5600 [www.qpc-ap.com](http://www.qpc-ap.com)

