
Canadian Contact Centres Struggle with People, Processes & Technology

30 Contact centre Management Issues That Impair
Growth, Global Competitiveness and Privacy Compliance

Part 2 of 2

An Informatica Research White Paper By

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CURRENT CANADIAN CONTACT CENTRE CHALLENGES



Bring in the experts:

For more information on the Process, Privacy, Compliance and Productivity Problems that client centres are facing today and the best practices that can bring them back to compliance, efficiency and profitability, invest an afternoon and invite us to speak to your management as part of an interactive, confidential consulting session called “*An Afternoon With The Experts*”. We will cover all the aspects mentioned in this document and provide proven best practices for long term sustainability. (more info below).

Point Form:

Client centre managers share 30 people, process and technology challenges they face in managing staff performance:

1. Employee engagement: there is either no engagement of the employee or there is improper awareness on what it means.
2. ACD: lack of awareness on what it actually means and how to apply the statistic to their individual contact centre.
3. Employee performance review: KPIs (Key Performance Indicators) are not being used as an effective tool to manage performance. There is a prevalent misunderstanding on how they are to be used and what statistics are important.
4. Coaching tools: being misused or non-existent.
5. Team Leader vs. Supervisor: roles not clearly defined
6. Empowerment: Staff are unable to make decisions that that are part of the job or are incapable due to lack of direction, training and support.
7. Union mentality: question asked by Contact centre managers is “why is there a Union mentality in my centre?” An operational analysis is needed to answer.
8. Holistic approach: not looking at the contact centre as an integral part of the entire organization. No knowledge on how to do this or where to begin.
9. Management Style: there is management style for every organization, is yours the right one?
10. Workflow: out of control and no direction/leadership
11. Rewards program: bonuses and performance incentives not properly assessed.
12. Want vs. Need: staff seems to need to work rather than want to work.
13. Work hard vs. Work smart: Need to know what the difference is.
14. Continuous Improvement: Never think you are done and finished evolving. You are never done.
15. Internet usage and other protractors: presenteeism of employees.

16. No planning for the future: When you fail to plan, you plan to fail
17. Opportunities: no assessment of ergonomic environment, phone system, work distribution, etc. to identify areas of opportunity
18. Breaks: improper scheduling and adherence. No consistent plan.
19. Time off: not able to control and/or schedule it properly.
20. Human Resources: Are they your partner? Ensure human resources is on side and understands your requirements and objectives.
21. Short term pain for long term gain: Unable to implement changes for fear of negative short term results.
22. Employee Buy-in: employees are not in on the plan, why? Poor presentation skills block creativity and the free-flow of ideas and open communication.
23. Management Peer group: Sometimes not all managers agree. When is it OK to not fully agree and when is it a cancer?
24. Executive buy in: Can the executive committee be brought on side with the departmental goals and participate? Agreement is needed rather than just support.
25. Needs assessment: Can never get a straight answer, everything is always “OK” when it clearly is not. Involving all employees in the initial discussion is not a bad thing.
26. Carrot and stick: Why is my “carrot” not getting the results? Do I need to use the stick more often?
27. Technology: You do not need to invest in the greatest and latest. Inefficient usage of what you have could be what is keeping you from making progress.
28. Terminations: Unable and unwillingness to let go of the unproductive staff.
29. Training Department: Merits of having one and the advantages of overseeing it.
30. Shrinkage: not recognizing the future implications and preparing for vacations and leaves of absence, today.

Moment of Truth:

If you suspect that your organization is experiencing any of these situations and is suffering from their consequences, it's time to act. Take the afternoon off, contact us to book a session with our experts and adopt a proven, mature approach to sustainable contact centre operation.

Current CC Market Problems and Solutions: *An Afternoon with the Experts* includes:

1. Key Performance and Trouble Indicators You Can Implement Today
2. Introduction to the effective Contact Centre Management Model (C²M²)
3. How to Prioritize Positive Change – a standards-based approach for continuous improvement
4. Leveraging Process and Compliance Investments For Competitive Advantage
5. From The Trenches – Invaluable interaction with experts who have seen it all

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**Don't Miss Informatica's
Confidential Management
Presentation On Current CC
Market Problems and Solutions:**
An Afternoon with the Experts.

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