

# Contact Centre Infrastructure Audit

## 1. Goal: Identify, audit and document the Contact Centre Infrastructure

Many companies are burdened with disparate telephony platforms and ACDs running on ageing legacy platforms. It means they struggle with the complexity of their infrastructure and processes, high costs, lack of agility and flexibility, and inefficient use of resources.

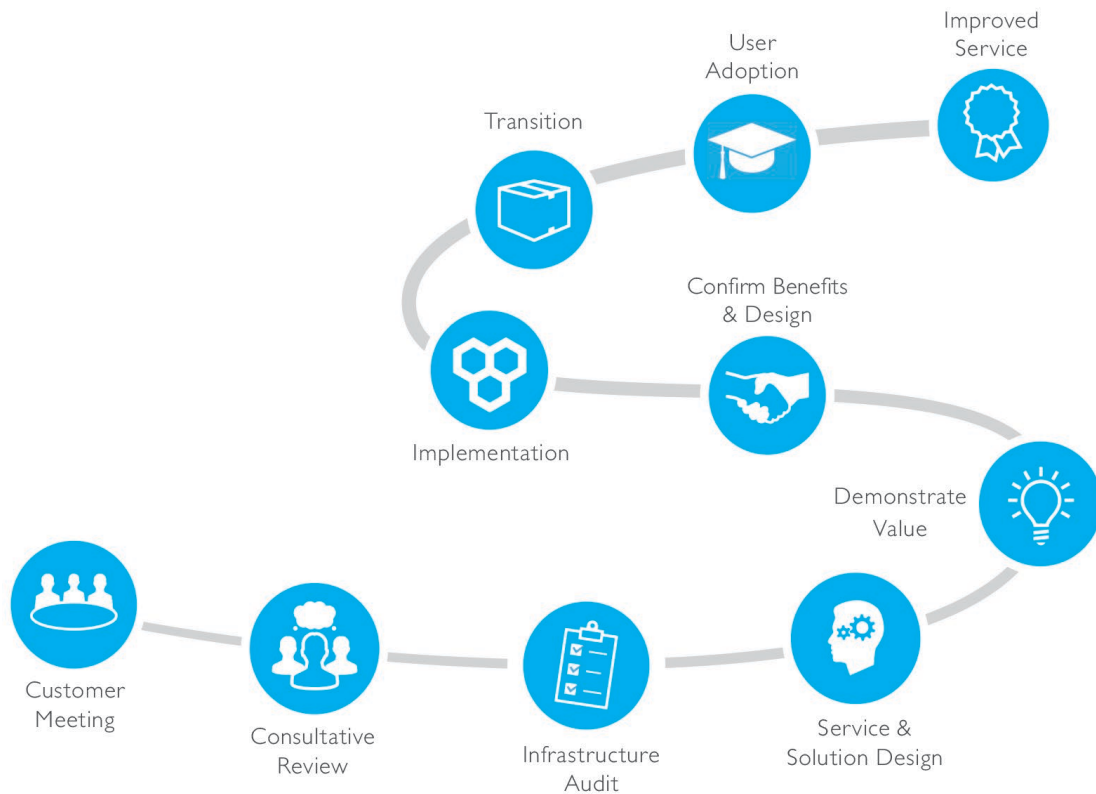
Our Contact Centre Infrastructure Audit will help by reviewing the existing technology stack, applications, operating and support costs.

The package includes:

- Interviews and workshops with key stakeholders, e.g. CTO/CFO/COO/CXO, IT/Telephony Manager, etc.
- Architecture/network infrastructure review.
- Identification of Single Points of Failure - infrastructure components, network connectivity, or processes.
- A review of product support for all platform components, IT operating costs (network, call charges, etc.).
- Identification of all integration points and dependencies on external systems and databases.

## 2. Transformation Journey

Our approach is to understand the business goals and the customers' journey across all touchpoints, so we can design the best solution to help deliver exceptional customer experience.



## 3. Business Outcomes

As a valued Partner, our Contact Centre Infrastructure Audit will complement your offering. It will identify improvements that can be made to the customer journey and make our recommendations.

At the end of the audit, a comprehensive report that will be presented back to the customer in a Review and Feedback Workshop.

The business outcomes will include:

- Gap analysis
- Definition of the strategic technology roadmap.
- Recommendations for “Quick Wins” and short-term tactical improvements.

- Identification of current and future business needs requiring investment in technology and process improvement, such as:
  - Operational cost reduction through support model enhancement, technology consolidation and/or migration to cloud-based applications.
  - Improved operational stability through pro-active monitoring and Conn3ct's Jeopardy Management.
  - System integration opportunities.
  - New technology or channel fulfilment options.
  - Identification of the tangible business benefits of the suggested investments.

#### 4. Timeframes

The audit can be tailored to individual customer requirements and depends on the size and complexity of the business. However, a typical audit would take approximately 15 days with the key tasks outlined below:

Customer Journey Audit Task By Conn3ct	Conn3ct Resources	Customer Engaged	Conn3ct Days
Project Kick-off	Consultant, Engineer & PM	Y	1
Stakeholder Interviews	Consultant & Engineer	Y	3
On-Site Survey: For Data Centres & Critical Sites	Senior Engineer	Y	2 per site
Remote Site Surveys: For Medium Sites	Engineer	Y	0.5 per site
Desk based audits: For Small sites	Researcher	N	0.5 per site
Data Review & Report Creation	Engineer & PM	N	5
Review & Feedback Workshop	Consultant, Engineer & PM	Y	1