

Contact Center Solutions



CopperBeech Associates is a consultancy focused on contact center and business process optimization, specializing in the transformation of people intensive customer service and operations functions with a strong focus on people (culture), processes, and systems.

Capabilities include:

- Assessing Customer Service Functions and Channels: mapping workflows; optimizing staffing; establishing key metrics for the customer experience; also including:
 - Workforce Management Solutions – with special tools designed for smaller call centers
 - Hiring and Recruiting Optimization: recruiting and screening tools/interviewing techniques
 - New Hire Training Review and Optimization
 - Staff Retention Methodologies
- Technology Management: assessments; RFP management; and sourcing of technology partners
- Designing, Scripting, and Implementing IVR and Outbound Automation: audio; email; and SMS text
- Third Party Call Center Partnerships: sourcing and selection of third party support of day-to-day business objectives, including testing of service and sales concepts
- Human Resources Support: key manager recruitment; customer contact staff recruiting, screening, and onboarding/training (with a focus on faster productivity and retention); and, the establishment of performance standards and incentive programs
- Myers-Briggs Type Indicator® Team Building and Executive/Management Coaching: aiding work group and management effectiveness, with a dose of contact center management principles as requested
- Customer Relationship Management: acquisition and retention strategies; sales scripting; and direct mail and outbound calling material management
- Acquisition/Merger Planning and Support: organizational development; change management; and ensuring the continuity of the customer experience

CopperBeech Associates

info@copperbeechassociates.com

508-393-0353

© CopperBeech Associates 2014