



Customer Interaction Centers

LTC International works with businesses to assess, plan, implement, and maintain customer interaction centers. Customers now are smarter than ever and demand responsive, quality service. Competition to retain both customers, and motivated customer-facing staff, is intense. Our clients are committed to providing the best possible service to their customers, and LTC's *Business Operations Architects*[™] have the technical and functional expertise, as well as the business experience in the management and operation of Customer Interaction Centers, to help achieve that goal.

STRATEGIC PLANNING

As a manager of customer service, you know the level of service your team provides is directly related to the business vision and strategic direction of the company.

Before you can successfully build the facilities, identify the technology, or hire the staff, you need to translate that vision into a strategy for your customer interaction function.

LTC can work with your organization, at all levels, to help you develop and document your vision, identify your goals, and translate those into strategic and tactical plans. LTC can help you determine if an internal customer interaction center is right for you, or if other options such as outsourcing, are more appropriate for your business needs.

FACILITIES SELECTION, DESIGN AND BUILD

Your first consideration in choosing the location for your Customer Interaction Center is the availability of qualified, affordable labor. Availability of infrastructure such as voice and data facilities and adequate electrical supplies must also be considered. Finally, the facility design must meet your operational requirements, accommodate the needs of your staff, and align with corporate policy and labor regulations.

LTC can assist you throughout the process of planning, selecting, and designing your call

center facility, ensuring that you understand the options and have the information at hand to focus on the critical decision factors.

TECHNOLOGY SELECTION

Modern call centers utilize cutting edge technology to increase accessibility with maximum efficiency. However, technology is constantly changing, and choosing the right solution to meet both short and long-term requirements is difficult.

LTC can assist with:

- Evaluation and recommendations on current technologies
- Computer Telephony Integration (CTI) package requirements definition, system acquisition and integration
- Self-service strategy development and unified solution architecture design (Interactive Voice Response, Web access, etc.)
- Call handling design and implementation to include call routing, call mapping and call management (Automatic Call Distribution)
- Selection and implementation of Workforce Administration Software and timekeeping systems
- Selection and implementation of call tracking and quality monitoring systems.



ORGANIZATIONAL PLANNING

Your people are your most important and costly asset. Your staffing strategy is key to hiring the 'right' people, keeping them current and well informed, and ensuring they stay motivated and involved.

Our *Business Operations Architects*[™] have the benefit of years of experience within a variety of contact centers. We can help you design and implement programs that will increase your success in hiring, promote effective communication, enhance career development, and assist with staff retention.

We can help you to address:

- Hiring strategies
- Internal communications systems and procedures
- Incentive programs
- Work flow evaluation and re-design
- Schedule analysis and planning
- Forecast analysis and improvement
- Staff turnover analysis

BUSINESS PROCESS PLANNING AND IMPLEMENTATION

The successful Customer Interaction Center is actually a convergence of multiple well-defined processes that work together to achieve success. LTC International can help create a more efficient and effective workplace, with focussed and motivated staff through (re)design and implementation of business processes and supporting tools and procedures.

Effective processes ensure that you realize maximum benefits from your investment in technology, facilities and people.



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