

CXpert Solutions & Advisors

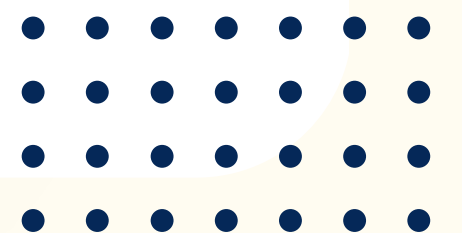
Workforce Optimization and Data -Driven Assessment



Focus

WORKFORCE MANAGEMENT

- Assessment
- Data Analysis
- Guidance
- Recommendations



Our Expertise

Strategic Consulting

We excel in helping businesses develop and execute strategic plans to achieve their goals on digital transformation, customer experience, and operational excellence.

Data Analysis

Our data-driven approach empowers clients to make evidence-based decisions for their organization to deliver impactful change and drive business outcomes to gain a competitive edge.

Management Services

We guide organizations through complex transformations, ensuring smooth transitions and continuous improvement. We also look after the stability of the company so it can grow.

Our Approach and Methodology

Discovery

We start with a thorough assessment to understand your organization's unique challenges, goals, and constraints so that it can grow and consistently deliver value to your customers.

Analysis

Our team employs a rigorous methodology, combining data analysis, industry research, and stakeholder engagement to identify opportunities for improvement. We under-promise and over-deliver, ensuring a strong return on investment (ROI) for our clients.

Design Solutions

We work closely with you, identifying optimal strategies, tactics and technology solutions to enhance the customer experience, reduce costs, and drive sustainable growth.



Executive Summary

Our Workforce Optimization and Data-Driven Assessment zeroes in on Workforce Management, leveraging your operational data to identify inefficiencies and unlock opportunities for improvement. We deliver clear, actionable recommendations to boost performance, suggest targeted technology solutions, and guidance focused on change.

Through in-depth data analysis, we pinpoint issues offering targeted process improvements and scheduling optimizations to ensure consistent service quality.

Our prioritized recommendations focus on key areas like agent training, streamlined scheduling, and technology, automation or integrations that drive measurable efficiency gains and support a strong return on investment for managing your workforce.

With CXpert, you gain:



Improved Agent Performance

Understanding impact of disparities and outlier performance, high/low agent engagement, and agent utilization

Optimized Operations

Variation in processes, customer documentation, use of time, availability, and best practices

Sustainable Results

Delivering a formal readout that delivers recommendations for improvements and operational excellence



↓ Paid States – Not Productive ↓



Operational data — when thoroughly analyzed — can expose hidden inefficiencies enabling organizations to make informed data-driven decisions.

Assessment & Data Analysis:
By systematically analyzing your operational data, we can uncover dependencies and correlations.

Unanalyzed Data:
Often workforce data, including time studies, often goes unexamined, concealing valuable insights.

Guidance & Recommendations:
Assessment results, data analysis and technology review delivering clear, actionable guidance & recommendations.

Innovative Technology Solutions

Stay ahead of the competition with our innovative technology solutions. We help businesses leverage cutting-edge technology to simplify work, increase productivity, and drive growth. Using technology that can help your company grow and deliver on operational efficiencies, CX, CSAT, EX & ESAT.



4 Executive Alignment Briefings

2 Hour Final Presentation of Findings



WORKFORCE MANAGEMENT

- Assessment
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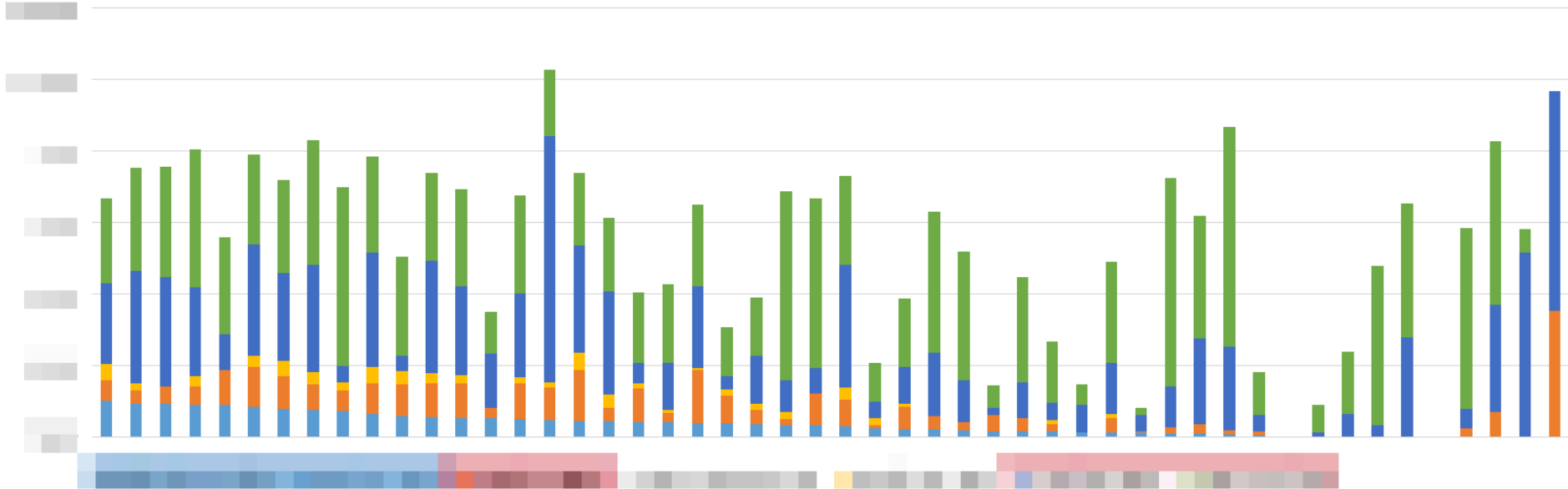


Benefit Areas

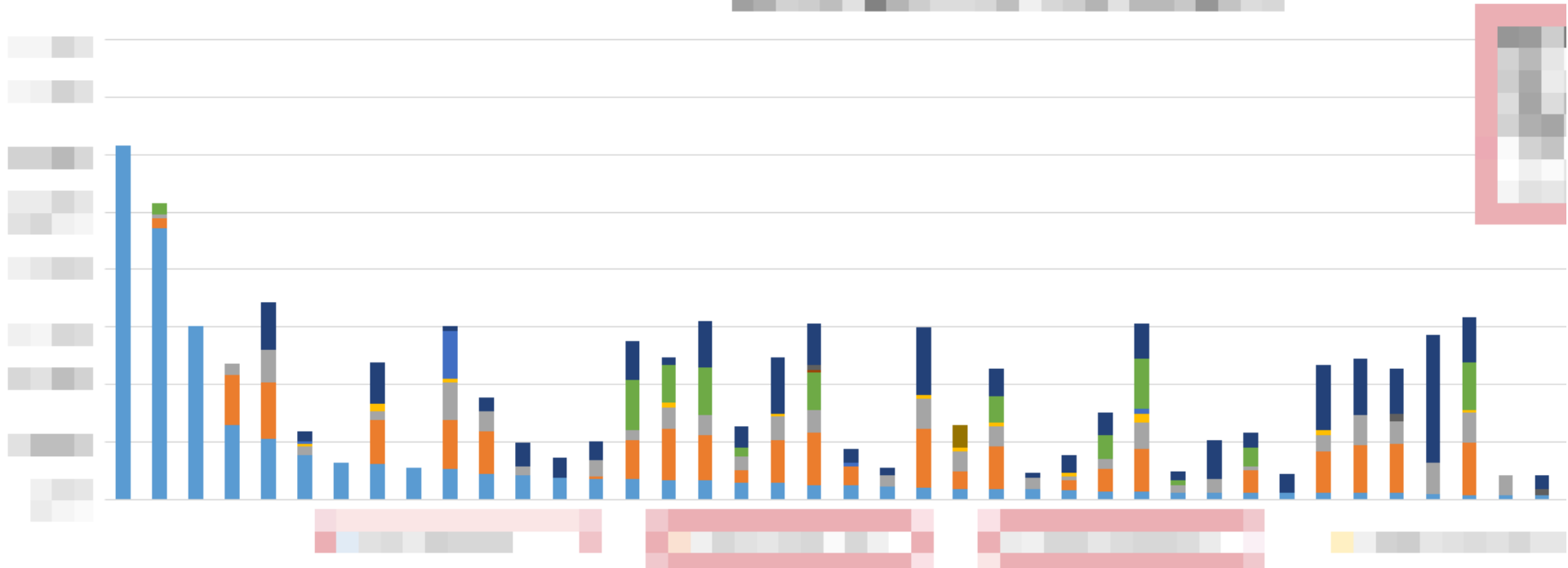
- Uncovering Hidden Workforce Capacity & Disparities
- Identifying Outlier Performance
- Highlighting Process Improvement Opportunities
- Assessing Realized vs. Unrealized Capacity
- Analyzing Activity Effort and Opportunity
- Pinpointing Targeted Benefit Areas
- Quantifying Actionable Improvement Opportunities
- Executive Summary of Key Findings

Example Formats

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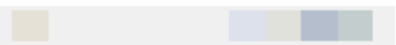
Executive Summary



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Contact Us

Ready to transform your business?
Contact our expert team, and let's
start the journey together.

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 Global Presence



Thank You

For Your Attention