

TRISKEL CONSULTING

Debby Webster

Operational maturity strategist / Customer operations / Contact Centre transformation / Helping organisations move from foundational to world class

CX & Service Excellence

Contact Centre Assessment, Auditing & Benchmarking

Process Development & Re-engineering

Quality & Performance

Training & Capability Development



How I help clients

Debby helps organisations diagnose, redesign and improve customer service and contact centre environments across people, process, technology, operations and facilities. Her work combines assessment and benchmarking with practical remediation, process design, quality frameworks, training and implementation support, helping clients move from identified service gaps to measurable operational improvement through 30/60/90 day remediation and improvement pathways.

Relevant sectors / geographies

Banking, financial services, telecoms, government, municipalities, IT, retail, mining, petroleum, fitness, aviation, BPO and other service environments across Africa.

Selected experience / impact

- More than 30 years in customer service, CX, contact centres and service management.
- Has delivered contact centre assessments, auditing, benchmarking, redesigns, implementations and training across South Africa and multiple African markets.
- Designed and implemented operating processes, QA frameworks, job profiles, KPIs, CRM and technology requirements, service catalogues and customer service programmes for a wide range of organisations.
- Recent work includes 360° customer service/contact centre assessments, contract lifecycle management processes, organisational business process design and optimisation, service excellence training and contact centre redevelopment.

Credentials & affiliations

Founder, Triskel Consulting. Founder member, Board Member, Past President and current Vice President of the Interconnected Contact Centre Consultants' Association (ICCCA). Certified Contact Centre and CX Assessor for Customer Services Audit Ltd / Snapshotz™. CCX Consult Network Board Member. Co-Developer & Assessor for 360° Assessment, Auditing & Benchmarking. National and international conference and masterclass speaker.

Academic qualifications, certifications and professional affiliations

- Business Process Management (BPM) Certification - Alison
- Interconnected Contact Centre Consultants' Association (ICCCA) (Founder Member, current Vice President & Board Member)
- CCX Consult Network (Board Member)
- Contact Centre World - Member
- Snapshotz - Certified CX Assessor

Client / project examples

- Capitec Bank - IT CRM process, catalogue development & training.
- JD Group - IT Service Desk transformation.
- BestMed - Assessment, Audit and Benchmarking.
- City of Windhoek - Development of strategy and framework with particular emphasis on skills development transfer for the Municipality.

Quantified business outcomes

- LIT (Liquid Technology) - 90 staff members trained in Service Excellence.
- BestMed - Assessment, Audit and Benchmarking - Post assessment and remedial actions - move from number 7 to number 1 in AskAfrica Survey.
- Capitec - 350 Capitec departments transitioned onto the CRM solution and all related department staff trained on the CRM application.

Judging roles

- Judge, BPESA Alchemy Awards 2023 and 2024

Direct contact

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