CCXConsult Network
CONTACT CENTRE & CX CONSULTANTS

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ACCREDITED MEMBERS

SKILLS, COMPETENCIES & EXPERIENCE

Accredited members of the CCXConsult Network have the commensurate skills, competencies and appropriate experience to provide clients with appropriate consulting, advisory and training or mentoring services.

Contact Centre Section	Skills Group	Competencies
Operations Management	Service Level/Response Time Management	Definitions and Use of Service Level (SL) and Response Time (RT) Forecasting Timeframes for SL & RT Planning Choosing SL and RT Objectives Traffic Arrival Types: Random, Smoothed, Peaked Factors Affecting Caller Tolerance The Planning and Management Process Interpreting Real Time Information
	CC KPI's	Identifying KPI's Call (Contact) Quality FCR Errors and Rework Forecasted Call Load vs. Actual Adherence to Schedule AHT Occupancy Cost per Call/Contact KPI's for Outbound CSAT. CES, ESAT
	Forecasting & Scheduling	Forecasting Principles and Methodologies Breaking Down a Time Series Forecast Blending in Judgement Queuing Formulas and Simulation Calculating Base Staff for SL & RT Contracts Immutable Laws of CC's The Implications of Agent Group Structure Skills Based Routing (SBR)
	CC Technology	Key Technology Trends Omnichannel CC Systems WFM/WFO System Quality Monitoring/ Recording / Speech Analytics Systems Diallers CRM Systems Developing the Business Case for Adopting New Technology Managing New Technology Implementations - RFI/RFP's
	Facilities & Disaster Recovery	Site Selection Considerations The Phases of CC Design Determining Space and Workstation Requirements Floor Plan Design Identifying Health, Safety and Security Issues Lighting and Noise Considerations What Disaster and Business Continuity Plans Cover
People Management	Organisational Design	Principles of CC Organisational Design (OD) Forms of Organisational Structure CC Roles and Responsibility Building Effective Agent Groups Management Ratios (Span of Control) The Job Evaluation Process Components of a Strategic Staffing Plan Strategic Staffing: Workforce Mix and Scheduling Alternatives
	Hiring & Retention	Creating and Implementing a Recruiting Plan Sources and Methods for Recruiting Conducting Effective Interviews Temporary, Contracted and Managed Staff Types and Causes of Turnover Calculating and Tracking Turnover Rate Effective Agent Retention Strategies
	Training & Development	Cultivating a Learning Organisation Principles of Effective Mentoring & Coaching Developing a CC Training Strategy Identifying Training Needs Barriers to Successful Training Instructional Design/Development

Contact Centre Section	Skills Group	Competencies
		Evaluating Training Effectiveness Aligning CC Training with Organization Wide Initiatives
	Measuring & Improving Performance	Setting CC Performance Objectives Measuring and Tracking CC Performance Objectives The Contribution of Roles/Responsibilities to Objectives Avoiding Conflicting Objectives Developing a Quality Monitoring and Coaching Program Quality Scoring and Calibration Principles of Effective Coaching and Feedback Motivation Theory and Principles Enabling a Highly Motivated Environment Designing and Implementing CC Incentives
	Maximising Employee Engagement	Developing Career and Skills Paths Models Succession Planning Implementing Compensation Plans Contributors to Employee Satisfaction Employee Satisfaction Surveys Cultivating Empowerment Conflict Resolution Diversity in the Workforce Team Roles and Responsibilities Building Team Effectiveness
Customer Experience (Cx) Management	**Cx Dynamics**	Key Principles of CxM The Value of Customer Satisfaction and Loyalty The Contact Centre's (CC) Role in Cx Drivers of Customer Expectations Customer Valuation Alternatives Customer Profile and Segmentation Strategies
	Evaluating Service Delivery	Customer Satisfaction Measurement Principles Survey Methodologies Identifying Contributors to Customer Satisfaction Isolating Root Causes of Dissatisfaction Interpreting Customer Feedback Leveraging Customer Feedback
	Relationship Building Strategies	Establishing CxM Objectives Developing the Supporting CC Strategy Aligning People, Processes and Technology Organisational Design Considerations Building Executive Sponsorship and Support Communicating the Value of the CC to the Organisation
Leadership & Strategy Management	**Strategy & Valuation**	Definition of Values, Vision and Mission Establishing a Customer Access Strategy Defining the CC's Value Proposition CC's Contribution to Customer Satisfaction and Loyalty CC's Contribution to Quality and Innovation CC's Contribution to Revenue/Sales
	Leadership & Communication	Qualities and Characteristics of Effective Leaders Leadership Challenges in CC's Principles of Effective Communication
	The CC Business Environment	Understanding and Applying CC Terminology Unique CC Operational Dynamics CC Benchmarking Identifying and Overcoming Obstacles to Performance Management Identifying Outsourcing Opportunities Components of Effective Outsourcing Agreements Qualifying Vendors and Writing RFP's Principles of Effective Negotiation Developing SLA's
	Financial Principles	Identifying Key Risk/Opportunity Trade-offs Developing an Effective Annual Operating Budget Definitions of Key Financial Concepts Interpreting and Using Financial Statements