

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	Consultant's Self-Assessed Competency					
			0	1	2	3	4	5
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						
	CC KPI's	The Planning and Management Process						
		Interpreting Real Time Information						
		Identifying KPI's						
		Call (Contact) Quality						
		FCR Errors and Rework						
	Forecasting & Scheduling	Forecasted Call Load vs. Actual						
		Adherence to Schedule						
		AHT						
		Occupancy						
		Cost per Call/Contact						
	CC Technology	KPI's for Outbound						
		CSAT, CES, ESAT						
		Forecasting Principles and Methodologies						
		Breaking Down a Time Series Forecast						
		Blending in Judgement						
	Facilities & Disaster Recovery	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)						
People Management	Organisational Design	Key Technology Trends						
		Omnichannel CC Systems						
		WFM/WFO System						
		Quality Monitoring/ Recording / Speech Analytics Systems						
		Diallers						
	Hiring & Retention	CRM Systems						
		Developing the Business Case for Adopting New Technology						
		Managing New Technology Implementations - RFI/RFP's						
		Site Selection Considerations						
		The Phases of CC Design						
	Training & Development	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						
	Measuring & Improving Performance		0	1	2	3	4	5
		Principles of CC Organisational Design (OD)						
		Forms of Organisational Structure						
		CC Roles and Responsibility						
		Building Effective Agent Groups						
	Measuring & Improving Performance	Management Ratios (Span of Control)						
		The Job Evaluation Process						
		Components of a Strategic Staffing Plan						
		Strategic Staffing: Workforce Mix and Scheduling Alternatives						
		Creating and Implementing a Recruiting Plan						
	Measuring & Improving Performance	Sources and Methods for Recruiting						
		Conducting Effective Interviews						
		Temporary, Contracted and Managed Staff						
		Types and Causes of Turnover						
		Calculating and Tracking Turnover Rate						
	Measuring & Improving Performance	Effective Agent Retention Strategies						
		Cultivating a Learning Organisation						
		Principles of Effective Mentoring & Coaching						
		Developing a CC Training Strategy						
		Identifying Training Needs						
	Measuring & Improving Performance	Barriers to Successful Training						
		Instructional Design/Development						
		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						
	Measuring & Improving Performance	Quality Scoring and Calibration						
		Principles of Effective Coaching and Feedback						
		Motivation Theory and Principles						
		Enabling a Highly Motivated Environment						
		Designing and Implementing CC Incentives						

Contact Centre Section	Skills Group	Competencies	0	1	2	3	4	5
	Maximising Employee	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						
			0	1	2	3	4	5
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						
			0	1	2	3	4	5
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						