



Latest conferences and workshops

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Recruitment Challenges in the Customer Relationship Industry

- Market evolution from labor changes to challenges
- Call center recruiting and hiring practices from a benchmark study
- Generation specific recruiting
- The employee screening test
- My top list for improvement

Benchmark Presentation: Quality Assurance and Monitoring Challenges

- Goals and challenges linked to the QA program in the CCC
- Quality assurance processes currently applied
- Roles and responsibilities of supervising staff
- Management measures and follow-up
- Existing technologies and monitoring systems
- Percentage of call handling costs associated with quality assurance

How to Improve your Customer Contact Center

- The call center industry of 2009 and trends
- Eight traits of the best managed call centers
- Roadmap to the CCC improvements
 - Revisiting the business plan
 - Physical design
 - Human resources process
 - Operational process and performance indicators
 - Quality assurance program
- Next steps to reach your goals

A Template for Implementing New Technologies

- Technology roadmap and business plan
- Check list to prepare your RFP
- Proposal evaluation guide
- Contractual agreement: what should be included?
- Step by step: managing from old to new
- Communication plan and success factors

Benchmarking the Complaint Management Process

- Facts leading from the dissatisfaction to complaint
- Benchmarking test on your complaint resolution process
- A 10 step process to handle, resolve and follow-up on complaints
- Evaluation on the efficiency of CSR regarding complaint handling
- Indicators to measure effectiveness of the complaint management process