

SNAPSHOTZ®

A multifaceted business tool



Snapshotz can also be used by organisations that have common industry focus e.g. financial service organisations, local government, vendors and customer service associations. Members can band together to assess and compare against each other.

How much does it cost



SNAPSHOTZ WORKBOOK only **NZ\$1799 incl GST** - You can purchase the Snapshotz workbook only. However, it will not entitle you to conduct the assessment online or receive any reports.

SNAPSHOTZ ONLINE LICENSE costs **NZ\$1599 incl GST** - The price includes the Snapshotz workbook and reports once the on line assessment is complete.

You have eight weeks to complete the online assessment once you register. You can register only when you are ready to start the online assessment. You do not have to register if you purchase Snapshotz online.

All payments are to be made by MasterCard or Visa credit card online.

PURCHASE TODAY AND GAIN MORE CONTROL

BUY ONLINE

<http://www.CustomerServicesAudit.com>

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A UNIQUE
NEW TOOL FOR
CUSTOMER SERVICE
MANAGEMENT

SNAPSHOTZonline®

A Multifaceted Customer Service Self Audit Tool



SNAPSHOTZ is a self evaluation checklist for customer service. The checklist is downloadable as a workbook and contains over 550 variables covering 8 main functional areas and divided into 29 subsections. The Snapshotz assessment takes 3 - 5 hours to complete with additional preparatory time depending on the organisation.



OVERVIEW OF FUNCTIONAL AREAS COVERED:

- Corporate Objectives / Business Processes
 - Call / Contact Centre Objectives and Strategy
 - Disaster Recovery Plan
- Customer Relationship Management
- Health & Safety
 - Health, Safety and Environment
 - Display Screen Equipment (DSE) and the working environment
 - Environmental controls and practices in place or what needs to be in place
 - Eyes and eyesight, voice, hearing / noise, and musculoskeletal disorders (MSD) are covered in this section
 - Abusive contacts and work related stress and approaches centres take to reduce stress
 - Daily work routine and work practices within the centre
- Contact Centre Structure
- Recruitment / Career Development / Remuneration
- Training
- Internal Communications
- Operational Metrics
 - Scheduling and resource planning
 - Service Measures
 - Reporting - Contact Centre Metrics
 - Call and contact flow monitoring and management
 - Technology - Applications and infrastructure
 - Quality and process analysis
 - Planning and Objective Setting

SNAPSHOTZ ONLINE is the option of registering and completing your assessment online. Make use of this safe and secure option to work through your assessment and receive reports focusing at detail, subsection and functional level. These reports are included in the purchase price of Snapshotz online.

📄 Note that once you register you will have eight weeks to complete the online assessment. Once the 'compulsory' sections and each subsequent section are complete in the online assessment, the following reports will be automatically generated:

- Section summary report - overall rating by section
- Question score report - every question, your answers and the Snapshotz benchmark
- Key focus sections
- Key focus areas

📄 Note the Snapshotz Benchmark (i.e. weighted average score) is a standard that has evolved over several applications of the audit, continuous research and is constantly updated.

These reports are included in the purchase price of Snapshotz online.

Why Snapshotz is useful

CONTACT, SERVICE CENTRE, HELP DESK, SUPPORT, ADMINISTRATION, BUSINESS UNIT MANAGERS

» This checklist is purposely developed to give the manager a snapshot of the centre at a particular period in time. The snapshot will enable managers to capture / assess existing practises, identify gaps, high risk areas and take action. The same checklist could be used to get a fresh snapshot and compare against the last review. The audit can be conducted annually, half yearly or even quarterly.

» Because the checklist is flexible in that not all sections need to be assessed it can be used by assessors to review and measure progress. For example, operational measures.

» The checklist aims to be a tool for "new" contact centre managers, team leaders and managers who need an overall view of the centre as they take on a new position either within an organisation or in a new organisation.

» Another application is the presentation of a completed checklist as a "hand over" document for the new manager. If the process has been carried out regularly over time, the resulting document is a useful tool for a new manager.

MARKETING, GENERAL MANAGEMENT, GOVERNING BODIES

» The checklist is a tool for senior management to ensure that the contact centre is productive, compliant with SHE, industry regulations and is being comprehensively monitored. Social responsibility issues are also covered.

» The assessment process enables management to review practices that are currently operative and if the centre operates within a 'best practise' environment or is on the path towards a best practise environment.

» The checklist can be applied to outsourced service / contact centres as well.

MANAGEMENT CONSULTANTS, CONTACT CENTRE CONSULTANTS, STUDENTS

» The checklist can be used as an auditing tool to assess all areas covered within the 29 sections or be used to focus on specifics such as health & safety or customer contact management. It forms a useful tool to identify existing / potential problems and opportunities.

» The checklist and notes can serve as a guide to understand the scope of a call centre, its workings and practises.