

CONTACT CENTRE ASSESSMENT, AUDIT & BENCHMARKING OPTIONS

Ver 1.0 at 1 September 2018

LEVEL 1 Dipstick



LEVEL 2 Intermediate



LEVEL 3 Comprehensive



1: Dip-Stick.

- One day on-site.
- One day off-site (Analysing findings / Preparing feedback)
- 2-hour feed-back / results / recommendations (on day 2)
- Management and operations team meetings
- Individual Management interviews
- Report-writing and presentation

COST: R15,000 incl
(Outside of Gauteng: Add travel and accommodation costs)

2: Intermediate

- Two days on-site.
- One day off-site (Analysing findings / Preparing feedback)
- 2-hour feed-back / results / recommendations (on day 3)
- Management and operations team meetings
- Individual Management interviews
- Report-writing and presentation

COST: R30,000 incl
(Outside of Gauteng: Add travel and accommodation costs)

3: Snapshotz

- Four full days on-site.
- Two days off-site (Analysing findings / Preparing feedback)
- ½ day Workshop. feed-back / results / recommendations
- Management and operations team meetings.
- Individual Management interviews.
- Report-writing and presentation

COST: Snapshotz Usage Licence. (US\$2,500) ±ZAR36,000
6-Days Consulting services: on-site / reporting /
facilitated feed-back R70,000
Total: R106,000 incl
(Outside of Gauteng: Add travel and accommodation costs)

The specific reports and outputs of the Snapshotz process are extensive and I would like the opportunity to share these with you on a Skype call (I am based in Johannesburg) and also to answer any questions that you and your colleagues may have.