

## CONTACT CENTRE ASSESSMENT, AUDIT & BENCHMARKING OPTIONS

Ver 3.0 at June 2019

### 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:**  
R20,000\* incl (±US\$1,340)

### 2: Intermediate

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

**COST:**  
R40,000\* incl (±US\$2,700)

### 3: Snapshotz

- Four to Five full days on-site.
- Management and operations team meetings.
- Individual Management interviews.
- Perusal of existing reports and documents
- Three days off-site (Analysing findings / Preparing feedback)
- Report-writing and presentation deck
- ½ day Workshop. feed-back / results / recommendations

**COST:**  
Snapshotz  
Licence. (US\$2,800) ±ZAR42,000  
7-Days Consulting services: on-site /  
reporting / facilitated feed-back R90,000  
Total: R132,000\* incl (±US\$8,900)

\*Outside of Gauteng: Add travel and accommodation costs