



CONTACT CENTRE ASSESSMENT, AUDIT & BENCHMARKING OPTIONS

Ver 6.0 at 9 January 2020



1: Basic

- Self-Assessment Questionnaire (To be completed by Client)
- One day on-site (Review Self-Assessment Questionnaire. Observe. Real-time Commentary)
- Management and operations team meetings on client's site
- Individual Management interviews
- Verbal Feedback to Client/Management

COST:
R21,000* incl (±US\$1,500)

2: Intermediate

- Self-Assessment Questionnaire (To be completed by Client)
- 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 preparation of presentation
- 2-hour feed-back / results / recommendations workshop

COST:
R49,000* incl (±US\$3,500)

3: Snapshot™ (With Global Benchmarking and ISO18295 certification features)

- Four to Five full days on-site
- Management and operations team meetings
- Individual Management interviews
- Perusal / Analysis 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:

- Snapshot Licence.
(US\$2,800 ±ZAR42,000)
- 7-Days Consulting Services: On-site /Off-site. Reporting / Facilitated feed-back workshop. R105,000

Total: R147,000* incl (±US\$10,400)

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