

Accredited member



Debby Webster is the owner and founder member of Triskel Consulting, a Consultancy that focusses on Customer Satisfaction and the Customer Experience, Call, Contact Centres and Service Desks.

The Contact Centre industry does not have the best reputation for Customer Service and as Debby has a passion for customer service and having been involved in the Corporate world for many years, she decided to start her own consultancy with the aim of helping companies address and resolve the deteriorating service ethics and image, improve service offerings to customers and to concentrate on realistic, achievable and measurable deliverables, all of which are factors of business profitability and long levity.

Over the last 27 years, Debby has been involved in many aspects of the Customer Service Industry. During this period she has worked with some major Blue Chip clients in various sectors including banking, mining, medical, petroleum, IT, Government and quasi Government, Municipalities, wholesale and retail. More recently she has been involved with organisations throughout Africa in developing or re-engineering their Customer Service offerings through benchmarking and assessing their services, developing job descriptions with associated KPAs and KPIs, documenting their processes and procedures, evaluating their technology and Contact Centre tools and facilitating training in all aspects of Customer Service (on site and on line).

Core Skills

- Assessments
 - Assess the Call/Contact Centre or customer service area, measure against best practice and provide recommendations and remedial actions
- Job Descriptions
 - Develop customer specific Job Descriptions with associated KPAs, KPIs and competencies required for the position
- Process Development
 - Review current processes across the organisation that impact on Customer Service. Develop best practice process flows
- Procedures
 - Develop detailed best practice procedural documentation – normally including process flows – for an organisation
- Quality
 - Develop Quality Assessment processes, procedures, scorecards for all mediums of interactions and scorecard guides.
- Technology

- Review Contact Centre technology for existing organisations and make recommendations for process and technology improvements
- Develop RFIs for Contact Centre technology – telephony, CRM etc – assist with the RFP and selection process, involvement in the implementation of the selected technology through IVR development, CRM service catalogue and process development
- Training
 - Develop customer specific training covering Service Excellence, Quality, Coaching and Performance Management

Achievements

Debby was a founder member, President, Vice President and current Board Member of ICCCA – the Independent Contact Centre Consultants Association.

She has been invited to and has spoken at many international events related to Customer Service.

“For a complete, detailed bio, >>CLICK HERE<<”

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