

Call Center Deliverables

- Business continuation plan
- Call center goal
- CC best practices
- Center compensation program
- Central versus multiple call centers
- Cost reduction actions
- CSR demographics
- CSR efficiency/productivity/value metrics
- CSR integration with back office
- CSR turnover
- Customer care strategies
- Data warehousing systems
- Efficiency improvement actions
- Interactive voice response actions
- Internet actions and services
- Linking to field and in-house sales
- Message hold and call back options
- Multi-culture, multi-lingual services
- Off shoring call centers
- Predictive dialing systems
- Promotional opportunities
- Rotation program
- Scheduling practices
- Security or transferring/transcribing
- Supervisor workstation sampling
- Supervisor-CSR immediate feedback
- System invasion protection
- Systems components used
- Top five problems-errors-successes
- Training programs
- Vectoring and skill base routing

Additional and expanded
HR services are tailored
for specific client needs

PHRST
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Call Center Setup and Metrics



PHRST offers *a la carte* human
resource management through select
Professional Human Resource
Service Teams

Call Center Setup and Metrics

What Is Needed

Today call centers are commonplace for handling customer servicing. PHRST can assist organizations plan, install, manage and enhance call centers in a proactive rather than a reactive manner. Best practices, hands-on experience and valuable metrics are what we offer.

State-of-the-Art

Call centers today require operations sophisticated, state-of-the-art systems and continuous improvement. Call centers must be evaluated, value must be demonstrated and material return for both the organization and the customer must be proven. PHRST assists organizations utilizing customer service insight, organization need assessment savvy, service delivery know-how and evaluation methodology. PHRST offers call center enhancement capability for service and manufacturing across industries and throughout the world.



Knowledge, Skill & Ability

PHRST combines a thorough understanding of CSR practices, Call center benchmarks and professional standards with technical expertise to deliver business-focused, real-world suggestions which you easily install and manage. Our call center planning team is staffed by human resource specialists and led by certified senior professionals in HR management.

When, Where & For How Much

Project completion requires approximately 45 workdays. Depending on client need, our professionals work at client locations, designated sites, or PHRST offices. The basic service fee is \$12,000, comprising a \$6,000 initiation fee, a \$3,000 interim fee and a \$3,000 final charge. Expenses are documented and billed at-cost to clients. At an additional preferred client fee, guidance and service are available around the clock in person, via phone/video conference, by fax and via the Internet.

About PHRST

Strategic Human Resource Management

PHRST stands for **P**rofessional **H**uman **R**esource **S**ervice **T**eams. Our service model enables us to provide you with HR experts in all 7 areas of HR:

- Employment Practices
- Management Practices
- Health, Safety & Security
- Compensation & Benefits
- Employee & Labor Relations
- Human Resource Development
- Staffing/Recruitment Practices

PHRST works with clients on an a la carte basis across industries, around the world, for profit or not and regardless of organization size. We service public, private, and government entities, and we are effective at all organization levels. Our approach is client-centered, worksite interaction, where we provide user-friendly, practical approaches intended for prompt and effective implementation. We work 24/7 to meet client needs. Our value and success are built upon best practice insight, sound experience, education and hands-on know-how. Organizations count on **PHRST** for knowledge, skill, ability, ethics and integrity.