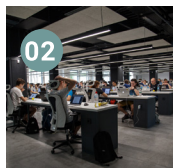


SERVICE OPERATIONS COMPETENCIES



PROJECT MANAGEMENT AND INFORMATION GATHERING

Planning sessions, leadership interviews, information and data requests, center of excellence design and leadership, project scheduling



SITE VISITS AND DISCOVERY

Site visits, leadership, HR and recruiting interviews, team focus groups, call listening and CSR shadowing, digital channels analysis



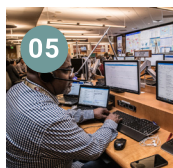
WORKFORCE MANAGEMENT, CUSTOMER DEMAND AND AGENT CAPACITY PLANNING

Volume forecast and trend analysis, service level improvement planning, queue evaluation and consolidation, real time adherence, shift bids, vacation and absence planning.



PEOPLE AND MANAGEMENT EVALUATION

Hiring practices, policies and open positions review, headcount, attrition and tenure analysis, coaching and performance management, KPIs and metrics



QUALITY, COACHING, PROCESSES, TRAINING AND KNOWLEDGE

Quality, evaluation forms, calibration and coaching, training, knowledge management, processes, communication and change management



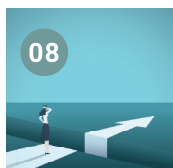
TECHNOLOGY EVALUATION AND MODERNIZATION

Tech modernization, CCaaS and telephony, agent desktop, digital customer service, workforce optimization, analytics and reporting, self service and automation



COSTS AND FACILITIES REVIEW

Current labor cost breakdown, facilities cost and lease review, unit cost, contractual requirements, profit driver modeling



RECOMMENDATIONS AND ROADMAPS

Opportunities and findings lists, gap analyses, maturity models, recommendations, roadmap development, implementation planning and risk analysis



PAST RESULTS AND SUCCESSES

SPEECH ANALYTICS IMPLEMENTATION LARGE GOVERNMENT CALL CENTER

Our team managed a speech analytics engagement spanning 6 sites receiving 30M+ calls/year. The initiative involved 100% call recording, call type ID technology, and leadership training of 400 call center managers.

"YEAR OF QUALITY" TRANSFORMATION MEDICARE CONTACT CENTERS

Our team helped the 4,000-FTE organization develop a quality roadmap, analyzed current performance, and implemented recommendations to improve quality & CX.

SALES EFFECTIVENESS IMPLEMENTATION 400+ AGENT CONTACT CENTER

Our team worked with agents and leaders to identify best practices & improvement opportunities, then built tools and trained 400+ agents to increase conversion.



WHAT OUR CLIENTS SAY

"We found Voyage to be professional, easy to work with and laser-focused on our success. The project was incredibly successful, delivering an ROI of 3:1 while improving service and quality."

- CEO, Financial Services

"Our partnership with Voyage Advisory has been strong...their approach has driven tangible improvements in many areas of the business."

- VP, Higher Education Contact Center



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