

## ARIZONA COMMERCE AUTHORITY: BOOT CAMP

Building a working relationship with your customer is critical to the long-term success of your business.

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## HOW TO EXCEED CLIENT EXPECTATIONS

**PRODUCT(S)** → **SERVICE** → **RELATIONSHIPS**

Pre-Screening

Pre-Training

Product Training

Career Path Mapping

Career Development



## BUSINESS EDUCATION AND TRAINING

Finding top talent will take more than just a job posting. Learning & Development must include soft skills, corporate culture and leadership fundamentals. Vendors must provide best in class employee curriculum that is collaborative and customizable for their industry.



**44%**

think Americans lack soft skills, ie; communication, creativity, critical thinking and collaboration



**92%**

of business leaders think Americans aren't as skilled as they need to be



**888,700**

2014-24 Projection Data  
Contact center job openings projected in this time period, 2nd only to Registered Nurses

## CUSTOMER CENTRIC CURRICULUM OUTLINE EXAMPLE

- Unit 1:** Contact Center Technology
- Unit 2:** Contact Industry Fundamentals
- Unit 3:** Software
- Unit 4:** Contact Center Agent Basics
- Unit 5:** Interpersonal Skills
- Unit 6:** Advanced Agent Skills
- Unit 7:** Management Skills
- Unit 8:** Quality Assurance Skills
- Unit 9:** Certification Requirements



# Pre-Screening

Position Requirements

Qualification Determined

Personality Analysis



# Pre-Training

Skill Determination

Skill Training

Skill Demonstration





# SUPPORT CUSTOMERS ON THEIR CHANNEL OF CHOICE

Whether customers choose to communicate via social media, live chat, mobile apps, or email, agents use the tools necessary to support them.

- Messaging: Live chat and email response management



- In-app messaging: iOS® and Android™



- Social media: Facebook®, Twitter, YouTube™, Instagram, etc.



- Consumer review platforms: Yelp, Google, etc.



# HOW TO MANAGE DIGITAL CONVERSATIONS

Digital Omni Channel Platforms enable companies to meet customers wherever they are connected.

- Unified user identities across multiple channels
- Deeply integrated reporting and analytics
- AI-based smart routing engine
- Integrated IVR Enterprise Platform



# Corp Training

Customer Satisfaction Mapping

Customer Use Training

Product Training



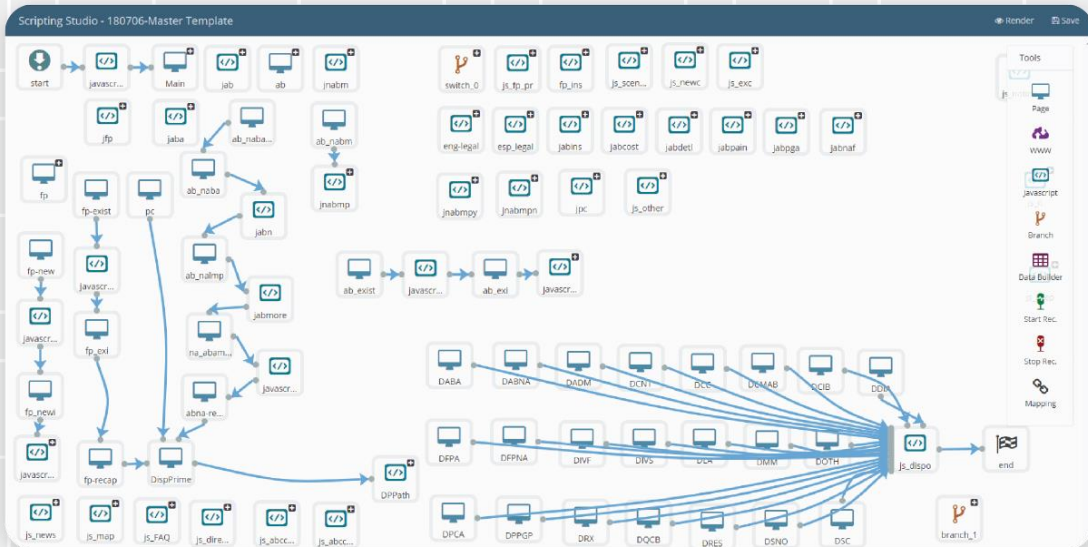
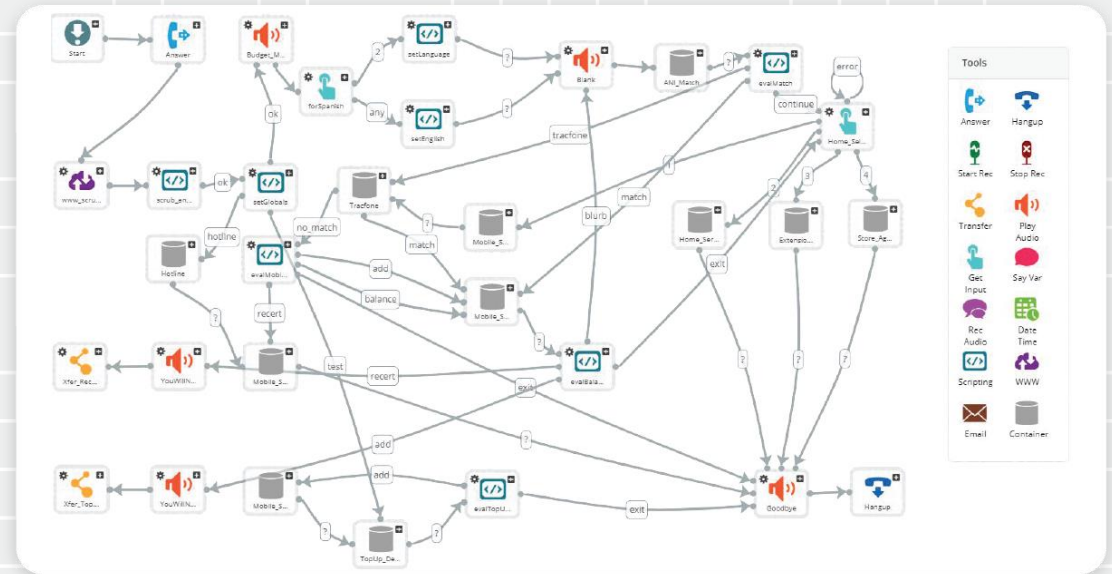


# HOW AGENTS MANAGE YOUR CORPORATE DIGITAL CONVERSATIONS



# ENTERPRISE SERVICE SUPPORT PLATFORMS

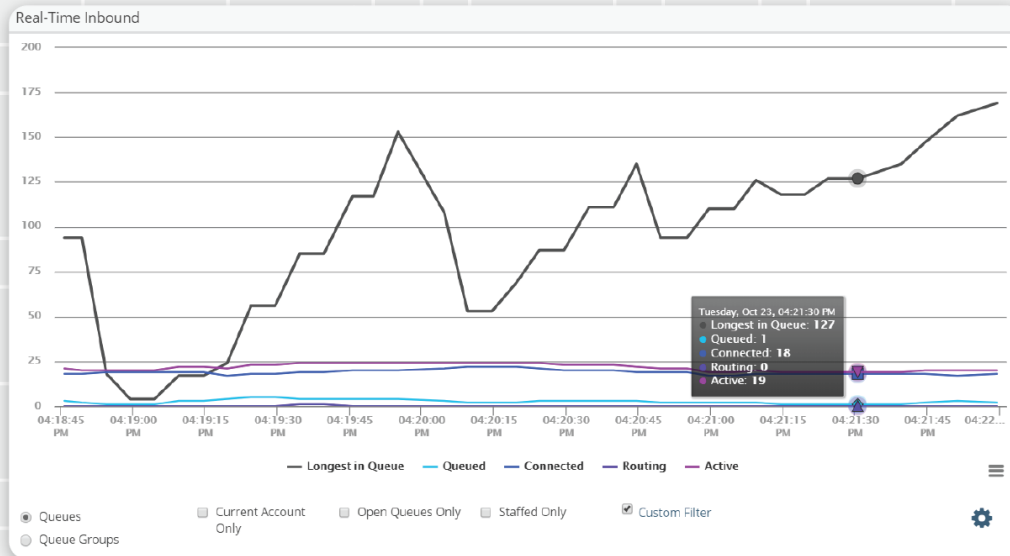
IVR Platforms that provide full-featured, drag and drop IVR builder. It's simple enough for anyone to use with powerful coding features available to development experts to create even the most complex IVR's.



Review of IVR creation, development, and management experience and has helped guide organizations in the Banking, BPO, Service, Collections, and Help Desk industries.

# MONITOR AND OPTIMIZE PERFORMANCE

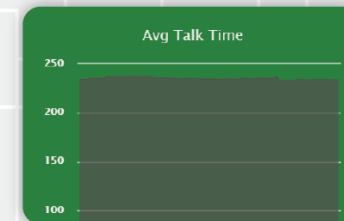
Students understand how to optimize digital service levels with actionable live metrics. Supervisors and business leaders can view metrics and reports across every channel to ensure consistent customer service.



Real-Time Agent

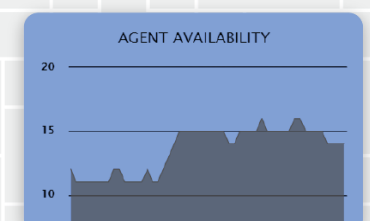
Name	Call Source	Status Time	Login Time	Calls	Avg Talk	Chat State	Active Chats
Peterson, Team Le...	IDM-NY English ...	00:06:27	05:08:07	25	00:03:48	NONE	0
Carino, Anthony		00:15:16	06:48:35	22	00:02:04	NONE	0
Giblin, Cody	IP-Birth_TUL [5...	00:01:10	02:12:43	20	00:02:19	NONE	0
Tomas, San-Ara		00:17:11	07:23:31	19	00:06:21	NONE	0
Castillo, Mary-Ara		00:12:01	06:26:46	19	00:04:54	NONE	0
Campbell, Daniele		00:02:02	02:25:57	17	00:05:51	NONE	0
Vilaverde, Fernando		00:18:14	07:00:31	16	00:01:24	NONE	0
Ubaldo, Marianne		00:06:58	04:46:25	16	00:04:27	NONE	0
Arzaga, Norie	FS English Tier ...	00:03:21	06:24:22	15	00:05:13	NONE	0
Caragosa, Kim	FS English Tier ...	00:01:44	05:05:37	13	00:04:15	NONE	0
<b>Totals</b>		<b>3259:30:44</b>	<b>3543:01:08</b>	<b>744</b>	<b>02:36:27</b>		<b>0</b>

Agents  Current Account Only  Phone  
 Agent Groups  Custom Filter  Monitor Type: Silent Monit...



**QUICK STATS**

Presented	4,560
Answered	4,297
Queued	1
Abandoned	179
SLA %	90.29%
Average Answer Speed	00:00:21
Agents Available	354
Agents Staffed	903

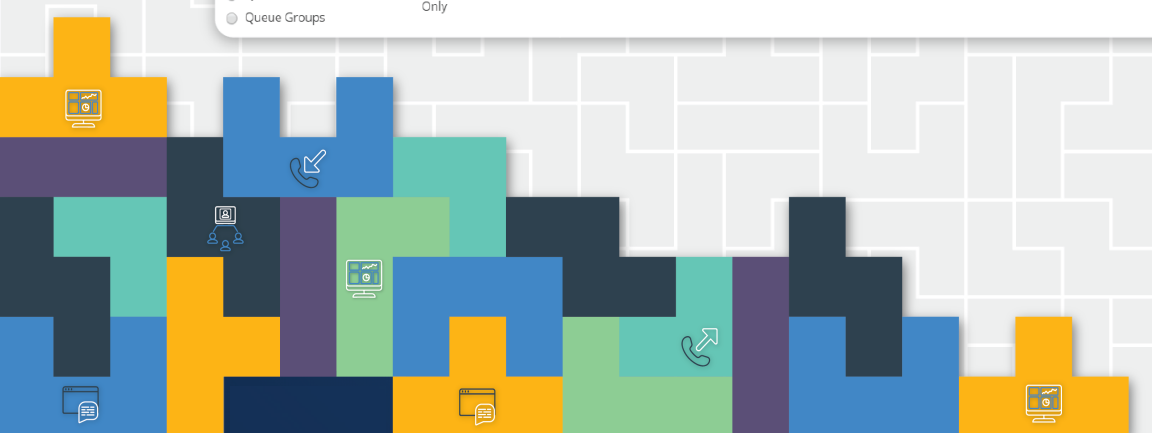


**Avg Agent Stats**

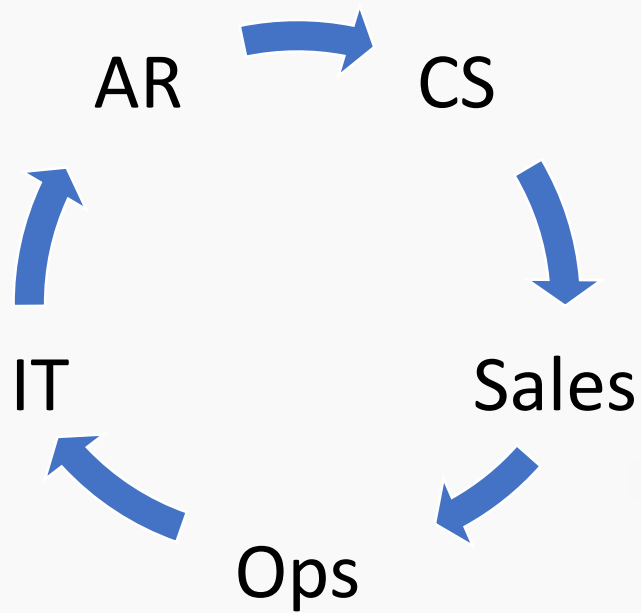
Agents Available	14
Agents Logged In	34
Average Talk Time	00:03:55
Calls	744

**Calls Queued**

Total Calls Connected	20
Average Talk Time	00:04:38
Average Answer Speed	00:00:00
Total Queues	265
% Calls Presented that Abandoned	3.94%
Average Answer Speed	00:00:00
SLA %	90.27%
Agents Staffed	902



# Career Path Mapping





# Career Development

Individual Career Mapping

Mentorship Discussions

Leadership Development





## Boot Camp Summary:

Building a working relationship with customers is critical to the long-term success of a business. Build on your corporate support model to increase customer satisfaction, track client expectations and communicate client values and goals internally.

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