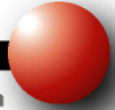


BUSINESS PERFORMANCE SERIES

**Call Center
Learning Center**

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Call Center Planning and Design Toolkit - Abstract

Prosci Research is the world's leading supplier of call center benchmarking reports and research-based toolkits. Prosci conducts annual research projects that have involved more than 400 call centers from 24 countries. Prosci also sponsors the Call Center Learning Center, the web's most comprehensive site for call center resources. Prosci's products include research and benchmarking reports, toolkits for project leaders and consultants, and handbooks for employees and managers.

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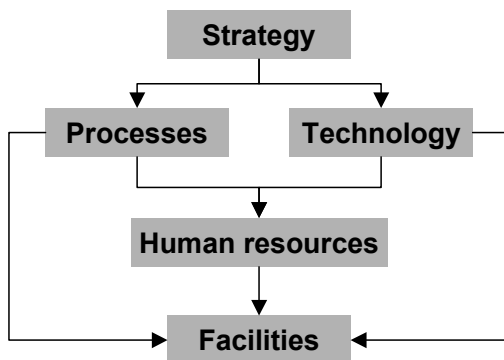
Call Center Planning and Design Toolkit

A blueprint for building a successful contact center

Prosci's latest addition to the Call Center Series is the most comprehensive guide available for creating a world-class contact center. Developed in collaboration with industry leaders in the Call Center industry, Vanguard Communications*, the *Call Center Planning and Design Toolkit* is the definitive guide for creating the best possible contact center for your organization.

The Toolkit provides:

- a comprehensive planning checklist and design guidelines for successfully setting up a new call center or redesigning your existing call center
- the approach and tools to help you create a contact center strategy and manage the implementation effectively



This toolkit is ideal if you...

- are starting a completely new call center
- are consolidating call centers
- want to upgrade to a world-class contact center from your existing call center
- are taking over call center implementation
- are managing a portion of a new call center implementation
- have one call center and need to open a second
- are looking for a better understanding of the components of an effective call center

Planning Roadmap

- Guides you through the key activities for creating a world-class call center
- Map out the sequence of activities:
 - The strategy that needs to be defined before contact processes can be identified
 - Process and technology elements critical to the success of your center
 - HR and facility guidelines to help you create the best contact center environment

Master Planning Guide

The Master Planning Guide is the answer to the question “Where do I start?” – planning tables and checklists will help you identify and keep track of the multitude of activities that must be done to:

- get you started quickly
- create the strategy and project plan
- provide a master checklist so that you do not overlook key activities

*Vanguard Communications Corporation can be reached at www.vanguard.net

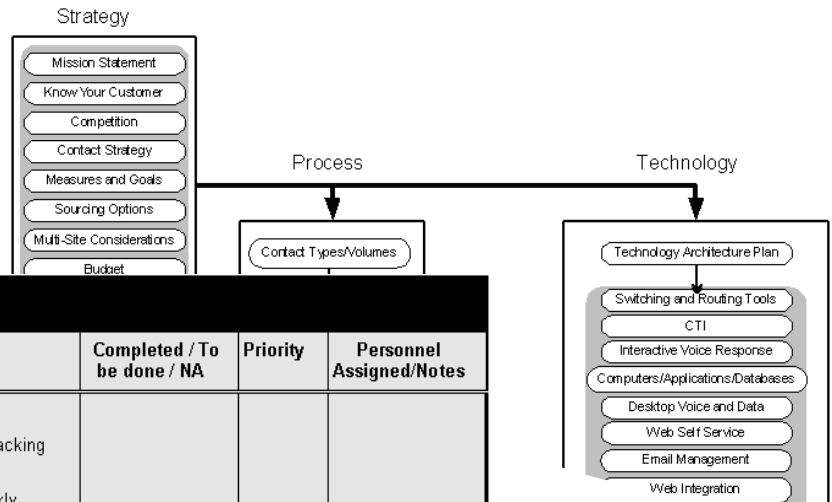
The toolkit describes each of the five aspects of the contact center in detail. Each section includes:

- definitions and examples of concepts being discussed
- benefits and implementation issues
- checklists to get you started
- where to get additional information
- sample document outlines (where appropriate)

Table of contents

- **Getting Started**
- **Business Strategy**
- **Processes**
- **Technology**
- **Human Resources**
- **Facilities**

Planning roadmaps enable you to quickly identify required elements for your call center



Processes				
Topic	To get you started	Completed / To be done / NA	Priority	Personnel Assigned/Notes
Develop productivity and performance reports	<ol style="list-style-type: none"> 1. Review performance measures and goals. 2. Define and develop required performance tracking reports. 3. Establish a report schedule (e.g., daily, weekly, monthly). 4. Assign staff to analyze reports, present findings and develop action plans as required. 			
Define quality monitoring program	<ol style="list-style-type: none"> 1. Identify and create requirements for quality monitoring. 2. Develop the quality monitoring process. 3. Create business requirements for quality monitoring technology and select required systems. 4. Decide whether you will purchase a quality monitoring system or application (see Technology section for more information). 			
Develop contact	<ol style="list-style-type: none"> 1. Review corporate policies. 			

Master planning guides for strategy, process, technology, HR and facilities provide you with checklists and project management control

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- Best Practices in Call Center Management and Operations – Benchmarking Report - \$189
- Call Center Best Practices Special Technology Edition – Benchmarking Report - \$149
- Planning and Design Toolkit – A blueprint for building a successful contact center - \$389**
- Call Center Measurement Toolkit - \$289
- Quality Monitoring Toolkit - \$349
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- Employee's Survival Guide to Change
 - \$14.95 each, 1-10 copies
 - \$12.95 each, 11-100 copies
 - \$11.95 each, over 100 copies
 - call for price on larger orders
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