

LASER FOCUSED CX OUTCOMES

IDENTIFY:
£20m+ Of Cost
Optimisation
Opportunities
(over the next 5 years
based on a 500-seat contact
centre)



MISSION:

To support you in the delivery of **transformational** outcomes not just “transition”.



ENGAGE:

Mobilise Sabio's experts in contact strategy, AI, WFM, IVR, Automation.

Augment your knowledge, experience and insight.

▶▶ HOW DO YOU COMPARE:

1. Compare your operation to the “best in class”.
2. Consider your vision, strategy, and operational delivery.
3. How robust are your platforms, applications, integrations and outcomes?
4. Our mystery shopper - reviewing the IVR and Web experience of your customers.
5. Sharing use cases and benchmarks in your vertical.
6. Helping to prepare a robust plan for transformation.
7. Highlighting quick wins along the way.
8. Playback workshops to your senior stakeholders.

TYPICAL AREAS FOR FURTHER ASSESSMENT

VISION & STRATEGY

- STAKEHOLDER ENGAGEMENT
- ARTICULATE VISION
- CUSTOMER SUPPORT
- RIGHT SKILLS & RESOURCES
- ROADMAP
- MILESTONES
- GAP ANALYSIS
- WHERE IS THE VALUE?
- SQUEEZE MAXIMUM VALUE FROM EXISTING TECHNOLOGIES

WORKFORCE ENGAGEMENT

- PLATFORM FEATURES
- WFM PLATFORM BEST PRACTICE
- VOICE OF THE EMPLOYEE
- TRAINING & QUALITY
- AGENT WELLBEING
- AGENT KNOWLEDGE & AI TOOLS
- MINIMISE ATTRITION, ABSENCE & PRESENTEEISM
- OPERATIONAL BEST PRACTICE

CX & CHANNEL STRATEGY

- OMNI-CHANNEL ASSESSEMENT
- COST TO SERVE
- CUSTOMER DEMAND & PREFERENCE
- RIGHT CHANNEL - RIGHT TIME
- CONTACT DEFLECTION
- IVR & SKILLS ROUTING
- REPEAT CONTACT
- CALL TRANSFERS
- OPERATIONAL METRICS
- MYSTERY SHOPPER
- CSAT / NPS

IVR & AI VISION

- DEMAND ANALYSIS
- IDENTIFY CUSTOMER INTENT
- SUPPORT OR DEFLECT?
- AUTOMATION STRATEGIES
- COST TO SERVE
- MYSTERY SHOPPER
- CSAT / NPS
- AI OPPORTUNITIES
- DATA USE IN IVR / AI JOURNEY



**BE YOUR COMPANY
"CHANGE MAKER"**



Customer
Experience

Insights and
IVR / AI Review

Channel
Strategy

Vision &
Strategic Plan

Workforce
Engagement

Employee
Experience

Agent
Wellbeing