

RAPID ROADMAP



A Customer Service and Contact Center Solution from

What is *RAPID ROADMAP*?

RAPID ROADMAP is a low-cost, highly focused and accelerated contact center assessment conducted by experienced Condado Group consultants. Condado Group will identify strategic and tactical opportunities for enhancing your contact center or help desk organization. Targeted areas include recruitment, staffing, training, customer service and sales processes, enabling technology tools, telecommunications infrastructure, and the customer experience.

Condado Group's unique approach is designed to rapidly uncover the root causes of performance issues. Next, we compare your contact center's operating practices to both best practices and our real-world experiences. Lastly, we lay out a specific, prioritized roadmap for the future that is guaranteed to deliver the results you require.



How does *RAPID ROADMAP* work?

It's literally as simple as 1, 2, 3.

- 1** First, Condado Group will collect and analyze critical data regarding the most pressing issues that are affecting the performance of your contact center.
- 2** Next, Condado Group's consultants, averaging over twenty years experience in contact center management, will spend approximately two to three days on-site visiting the contact center of your choice. The team will conduct side-by-side observations, interview key operations staff and lead agent focus groups to obtain the kind of objective intelligence that can only be obtained from the front line, customer-facing employees.
- 3** A *RAPID ROADMAP* report is prepared and presented to key business stakeholders. The report will present current state analysis and findings, graphical analysis of the call center metrics, lists of strategic recommendations with a benefits case analysis for each, plus a sequenced implementation roadmap. In addition, a list of quick wins will be provided describing some immediate changes that can be implemented requiring little to no investment.

What benefits can I expect to see?

Without exception, Condado Group customers always realize exceptional, measurable benefits. We know this is a bold statement but it is one that we make with great pride. Since its inception, Condado Group has earned its clientele based primarily on referrals and repeat business.

Our clients have realized significant productivity gains resulting from the careful implementation of our recommendations. These ideas have included an enhanced, multi-level performance metrics program, a groundbreaking tele-sales incentive program and a redesigned workforce management Command Center.

All Condado Group consultants have successfully worked in contact centers for many years and have experienced the frustration that comes with expending tremendous energy and creativity on initiatives that sometimes don't deliver the expected results. We've learned from these experiences as well as from our many years on consulting engagements that a new approach, fresh eyes and solid, realistic cost justification can trigger the momentum that is needed to secure senior management buy-in and propel then initiative ahead.

Learn how an
accelerated
RAPID ROADMAP
Assessment will
Jump Start your
Contact Center
Operation!

Call
Condado Group at
877-970-7600

What does a *RAPID ROADMAP* cost?

The professional fees for this engagement are under \$5,000. This includes the cost of our travel related expenses for conducting the assessment.

About Condado Group

Condado Group was founded in 2005 by experienced contact center leaders and former Big Six management consultants to provide clients with an unbiased resource capable of helping them achieve their business objectives. Our mission is to partner with our clients to design, develop and measurably enhance their marketing, sales and customer service capabilities in the most cost-effective, customer-centric and efficient manner. We are committed to only providing services that deliver clear value to our clients.

Our industry experience spans many industries including Financial Services, Telecommunications, Hospitality, Consumer Business/Catalog-Retail, Healthcare, Manufacturing, Government and Associations.

Condado Group's approach is to partner with our clients in a highly targeted and dynamic manner. A critical part of that approach is the collaboration and knowledge transfer that occurs from our consultants to our clients. We recognize that each client's business needs are unique and have therefore developed proven approaches to the delivery of each service offering. This flexibility and fast pace combine to yield actionable, quick win solutions that are delivered in clear, specific and understandable terms. The results can be measured in the client's terms as well as in their customers' terms.

Condado Group is completely focused on customer satisfaction and doing whatever it takes to satisfy the client. We fully recognize that our business is based on the client's positive references.

For a complete listing of our service offerings, visit www.CondadoGroup.com

Condado Group, Inc.

2300 Main Street, Suite 900
Kansas City, MO 64108
(877) 970-7600 office
(816) 587-4908 fax
info@condadogroup.com

