

Contact Center Real-Time Management: Effectively Meet Goals



"The variety and content of the ICMI seminars are invaluable to taking your call center to the next level."

Reye Kenney
Telecommunications Director,
Hagerty Insurance

COURSE PRICE

Virtual Classroom Course
\$299

Live, virtual two hour course.

On-Demand
\$299

Access course recording for 30 days.

REGISTER: icmi.com/training

WHO SHOULD ATTEND?

- Managers
- Supervisors

Discover the strategies behind successful real-time management recovery and develop your own RTM plan to reduce "chaos mentality" when unexpected call traffic hits the contact center.

Through ICMI's **Contact Center Real-Time Management: Effectively Meet Goals**, you'll learn what RTM is and how, without a recovery plan, it is hard to stop a vicious short-term thinking cycle that demoralizes the entire contact center. Using three critical success factors, you'll learn what you need to develop a plan, including a look at the data required to begin the planning process. You'll move on to using a detailed, color-coded spreadsheet to break down your data into intervals and create your plan.

Using your plan, you will determine real thresholds of when to implement it. You'll learn why most centers are too quick to react and why static thresholds are a dangerous approach to RTM. Once you have built your plan, you'll examine how to keep it updated throughout the day and how centralization and establishing a single "traffic control" is a key to success.

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Designed for managers and supervisors who currently manage the contact center's real-time recovery program, those who need to improve real-time recovery, or those who are implementing a program and need to:

- Learn how to set baseline measures and thresholds to avoid reacting too soon.
- Develop a recovery plan to have at the ready before it is needed.
- Determine when to implement the recovery plan.
- Communicate expectations to the entire team.
- Discover reaction alternatives to use before pulling the trigger on the recovery plan.

Contact Center Stress Management: Signs, Symptoms & Solutions



COURSE OUTLINE

Unit 1: Setting the Foundation

- ▶ What We Have Found
- ▶ What We Recommend
- ▶ Facts that People Often Miss

Unit 2: Developing Plans to React in Advance

- ▶ Success Factors
- ▶ Developing Plan
- ▶ Creating Plan
- ▶ Updating Plan
- ▶ Intra-day Forecast

Unit 3: Establishing Real-Time Thresholds

- ▶ When to React
- ▶ Establishing a Baseline

Unit 4: Communicating Expectations and Developing Reaction Alternatives

- ▶ Setting Expectations
- ▶ Recovery Alternatives
- ▶ Continually improve the Process

Unit 5: Overcoming an "Attack the Queue" Approach

- ▶ Educate Everyone

About ICMI

The International Customer Management Institute (ICMI) is the leading global provider of comprehensive resources for customer management professionals – from frontline agents to executives – who wish to improve customer experiences and increase efficiencies at every level of the contact center. ICMI's experienced and dedicated team of industry insiders, analysts, and consultants are committed to providing uncompromised objectivity and results-oriented vision through the organization's respected lineup of professional services including training, consulting, events, and information resources.