

CASE STUDY

-Call Center Audit

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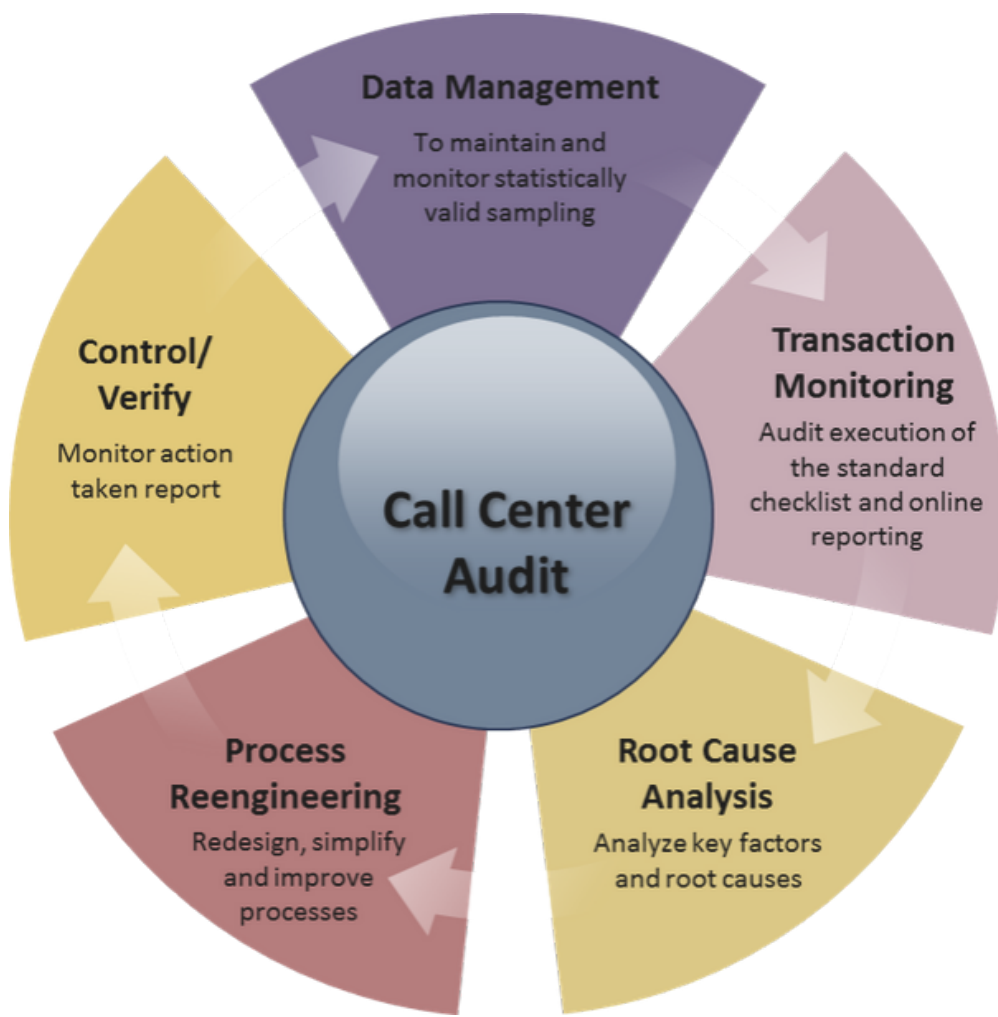
PROJECT OUTLINE:

One of our existing clients, a telecom major, wanted to have an internal quality audit for the call centers across various states

PROBLEM STATEMENT:

Identify critical process gaps and recommend corrective steps

EVALUATION FRAMEWORK & WORKFLOW:



DELIVERABLES:

- Map processes/define current state
- New processes and streamlined workflows
- Automated and optimized technology
- Real time alerts (Green and Red alerts)
- Capture VoC
- Case studies on key scenarios/ pain areas

FINAL OUTCOME:

