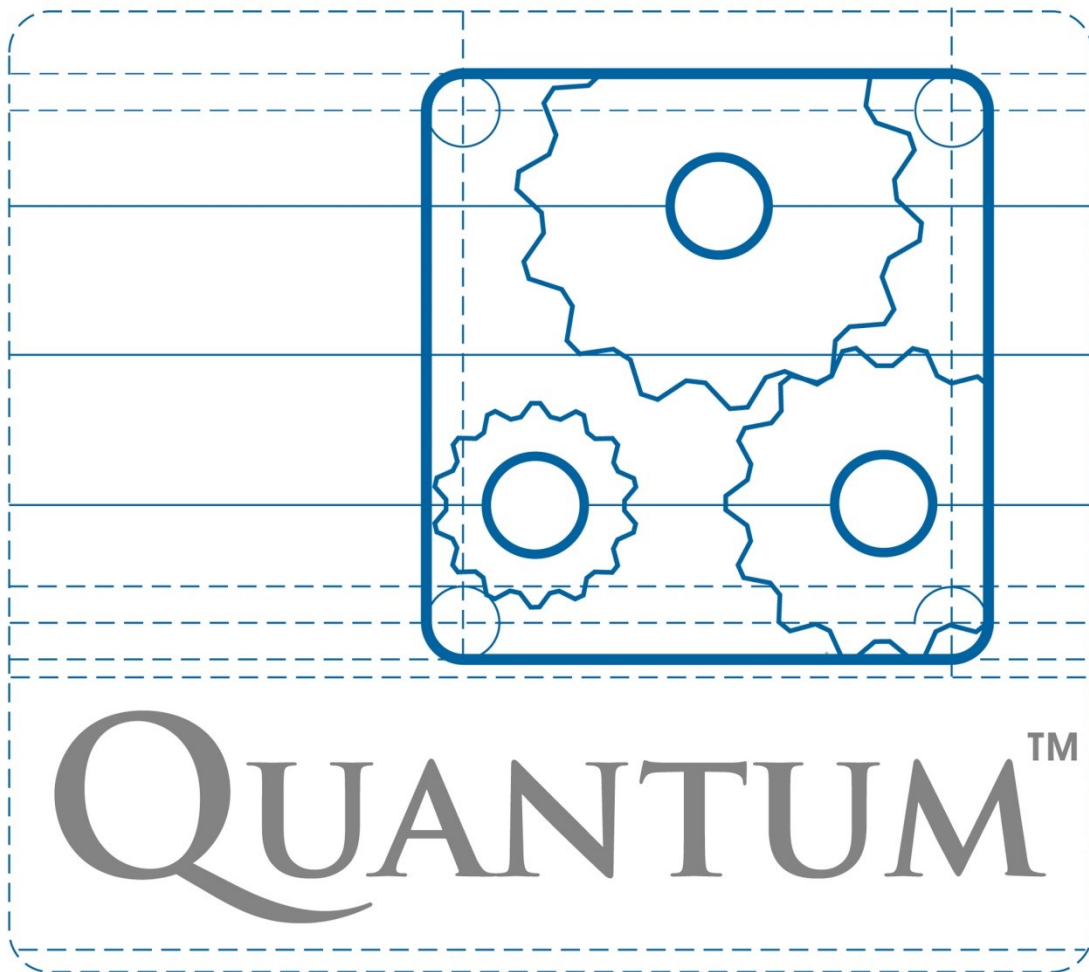# Introducing Therefore Quantum™
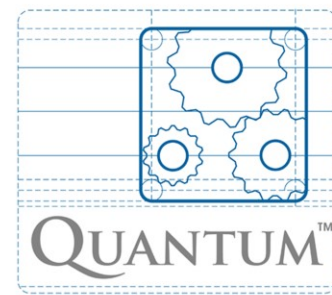
TABLE OF CONTENTS

ABOUT THEREFORE QUANTUM™

Understanding the need

The majority of large companies use Call Centres as the primary means of managing their customer interaction. Given the critical role that Call Centres play as the "face of the company", it's imperative that they operate efficiently (to contain the cost of customer ownership) and offer high levels of customer service (for reasons of customer satisfaction and retention).

The Therefore team has undertaken extensive research to determine the task and query management needs presented by a Call Centre environment. This knowledge has been used as the foundation upon which the Therefore Quantum™ application has been developed.

Providing a framework for delivery

Call Centres typically have hundreds of tasks and queries in play at any given point. To ensure that all of these tasks and queries are timeously resolved, Call Centre applications need to drive the classification of tasks and queries, guide their allocation to the appropriate resources, award deadlines and automatically escalate where required. In short, Call Centre applications need to provide a framework for delivery.

If you can't measure, you can't manage

If Call Centre activity can't be measured with ease, managing it becomes a "hit and miss" exercise. The management of Call Centre tasks and queries requires a dashboard and easy access to purpose built real time reporting.

Accountability

Clear lines of accountability are critical when managing a Call Centre. Given the number of moving parts at play, accountability often falls into a "grey area", which works against delivery. Critical to the management of accountability is the management of deadlines, the ability to track performance relative to deadlines and clarity regarding the party accountable for each task or query.
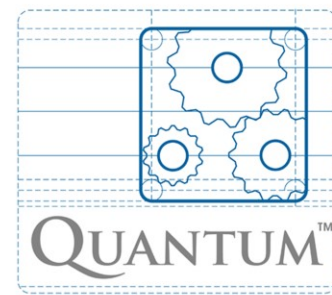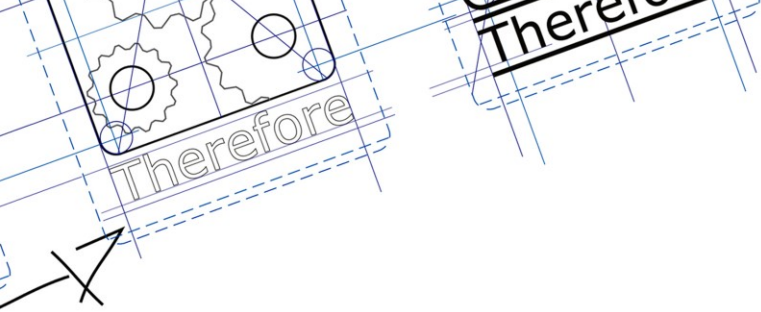
It's a team effort

Help Desk Agents are typically responsible for logging tasks and queries on behalf of callers and then allocating them to a resource from within the broader business for resolution. Incorrect allocations frequently occur and generally delay the resolution of the task or query. Therefore Quantum™ has the ability to guide the allocation of tasks and queries to the appropriate resource.

Performance management

Whether you are managing the performance of the entire Call Centre, a functional area within the Call Centre or individual staff, it is imperative that performance data is readily available. The Therefore Quantum™ application places performance data at your fingertips.

Providing "on the same page" clarity

Communication is one of management's perennial challenges and Call Centres certainly aren't exempt. Call Centre applications need to provide users with access to a comprehensive task / query review that carries all of the salient details, thereby keeping everyone "on the same page".

Continuous improvement

Call Centre applications should allow for the identification of areas where the business is prone to repeat service failure. This data can then be used to initiate and subsequently monitor interventions designed to reduce future service outages.

Paper and spreadsheet based solutions aren't solutions

Paper and spreadsheet based Call Centre trackers may be cheap, but they have far too many shortcomings to allow them to be a workable tool for measuring, managing and executing tasks and queries.
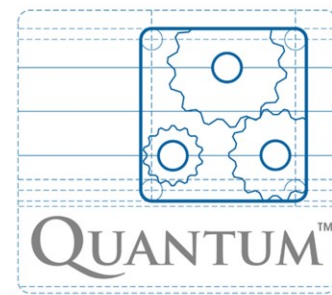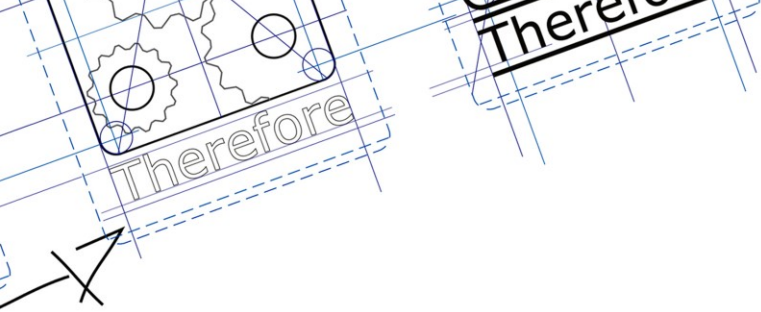
THEREFORE QUANTUM™ BENEFITS

Therefore Quantum™ ... *THE* Call Centre management tool

Therefore has carefully researched the burn points associated with running a Call Centre and has developed the ultimate in Call Centre applications - Therefore Quantum™.

Therefore Quantum™ can be rapidly deployed, accessed from anywhere with Internet connectivity, adds value from day one, improves the ease of Call Centre management and is highly cost effective.

The leading Call Centre tool

Running a great Call Centre requires a combination of great people and great infrastructure. When it comes to choosing a Call Centre application, don't short change your team … give them the Therefore Quantum™ advantage.

Rapid deployment

No two Call Centre environments are alike. The Therefore Quantum™ application can be rapidly configured to meet your needs. Once configured, the process of logging, executing and managing Call Centre tickets is quick and intuitive.

Anywhere … anytime

Therefore Quantum™ is an Internet based tool. As a consequence, it can be accessed by your company and its strategic partners from any location that has Internet connectivity.
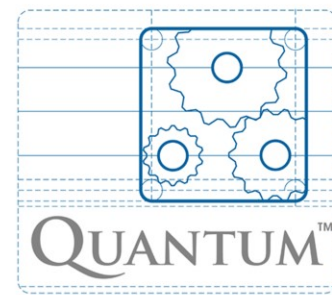
Management, measurement and reporting

Ease of management requires ease of measurement. Therefore Quantum™ optimises your ability to manage your Call Centre by providing a dashboard, a suite of real time reporting, deadline management capabilities, progress status tracking and automated poor performance flagging.

Teams and cross functional delivery

Call Centre staff often log tickets and then hand them over to subject matter experts for closing. The Therefore Quantum™ application is a team aware tool, thereby enabling your staff to work together seamlessly. Furthermore, Therefore Quantum™ can coordinate the execution of tickets across functional areas.

Accountability, early warning and remediation

The Therefore Quantum™ application ensures that tickets are allocated to the party accountable for their execution, thereby leaving no grey areas that can be used to legitimise non-delivery.

Each ticket is awarded a targeted close out date / time and performance is tracked accordingly. Where performance falls short, Therefore Quantum™ automatically flags the offending ticket for management review.

The Therefore Quantum™ application's "Progress Status Early Warning" feature tracks progress relative to the passage of time and provides an early warning where tickets start falling behind the curve. This allows for remedial action to be taken earlier in the execution life cycle.

Staying in the loop

The Therefore Quantum™ application's configurable communication cycle keeps users informed of status changes by means of email and SMS.

THEREFORE QUANTUM™ FEATURES
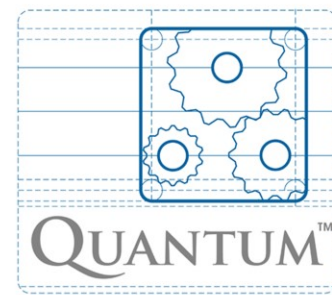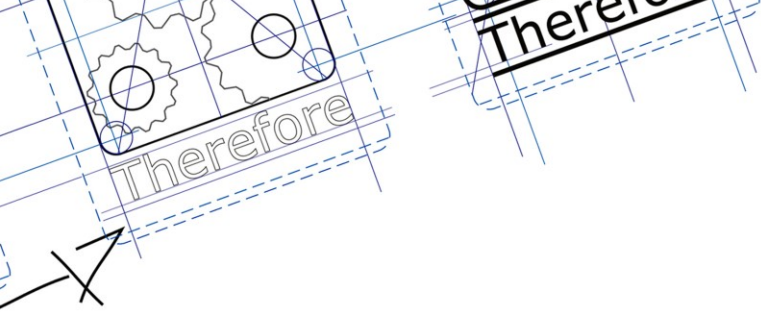
Functionality on demand

No two Clients have the same needs. The Therefore Quantum™ application's "Functionality on Demand" capability allows user utilities and system features to be turned on or off and configured in accordance with your requirements.

What follows is a high level overview of the Therefore Quantum™ application's user utilities and system features.

User utilities

Listed below are examples of the utilities that can be made available to users of the Therefore Quantum™ application.

Task / Query utilities	Reporting utilities
Comments	Dashboard
Notes	Reporting
Reminders	External data cube feed
Reassignment	
Reclassification	**User utilities**
Attachments	
Rich text editor	User self-service
Sub activities	Management visibility
Ad-hoc email communication	Contact list
Ad-hoc SMS communication	
Context sensitive help	**Search utilities**
Change log	
Task flagging	Smart search
Progress status updates	Quick search
Duplicate checker	

System features

In addition to the above listed user utilities, the Therefore Quantum™ application boasts a number of system features that can be configured to ensure that the system's deployment is aligned to your needs. Examples follow.

Workflow engine

The Therefore Quantum™ application boasts a fully integrated workflow engine.

The Therefore ThreadBuilder™ workflow configuration tool enables tasks and queries to be rapidly mapped to your business' processes, without introducing the need to write code.
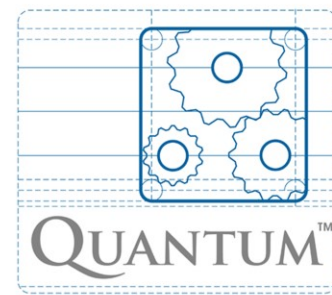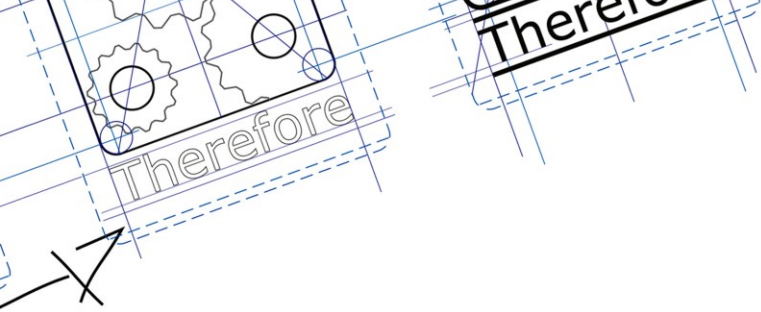
User interface

The Therefore Quantum ™ system provides various options for the "fine tuning" of its user interface.

Communication cycle

The Therefore Quantum™ system's configurable communication cycle keeps
Users informed of task and query status changes by means of email and SMS.

White labelled

Therefore Quantum™ can be rapidly branded so that it carries your corporate identity.

Secure

Therefore Quantum™ complies with best practice security principles. Further, its configurable password rules enable you to enforce a password rule complexity that is appropriate to your risk profile.

Therefore Quantum™ supports the use of Digital Encryption.

The system's "Security Group" functionality allows you to easily allocate system rights to Users.

Integration

The Therefore Quantum™ application features a host of integration points, enabling seamless integration with external systems, either on a periodic or a real time basis.

Cross browser compatibility

The Therefore Quantum™ application has been developed to be accessible via any World Wide Web Consortium (W3C) standards compliant web browser, but has been optimised for the latest versions of the Internet Explorer, Mozilla Firefox, Google Chrome, Opera and Edge browsers.
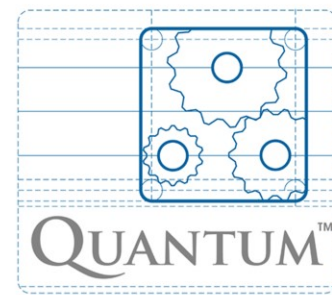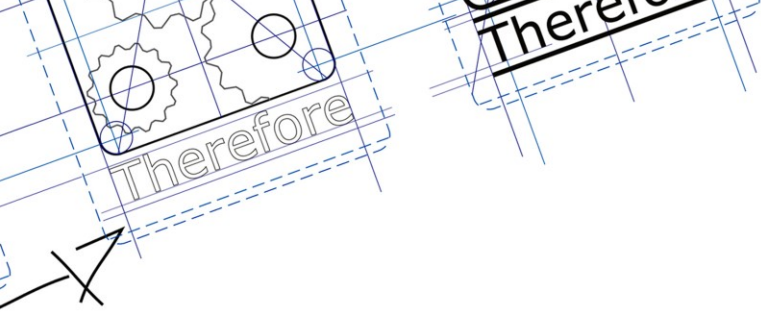
CAN THEREFORE QUANTUM™ HELP?

The Therefore Quantum™ application is ideally suited for companies that...

- Have high volumes of Customer initiated tasks and queries.
- Want to improve Customer service levels.
- Want to improve levels of Customer satisfaction and as a consequence retention rates.
- Want to be more Customer-centric.
- Are concerned about the high cost of Customer ownership.
- Want to maximise their return on investment for call centre spend.
- Want to improve the ease of management of their Customer facing call centres.
- Want to implement continuous improvement and therefore need access to service failure statistic.
- Want to improve cross functional cooperation / delivery.

THEREFORE QUANTUM™ IMPLEMENTATION

Methodology

Our tried and tested implementation methodology covers business analysis, configuration, setup, training and change management ... thereby ensuring that your Therefore Quantum™ initiative delivers value immediately and that your team is committed from the onset.

Business Analysis

During the Business Analysis phase, we will work with you and your Team to understand your environment and needs.

Configuration

Therefore Quantum™ will be configured in accordance with the observations made during the Business Analysis phase. This configuration will take two forms …

- The Therefore Team will use the Therefore ThreadBuilder™ application to configure the business processes that will be deployed within your environment.
- The Therefore Team will use the Therefore Quantum™ application's "Functionality on Demand" facility to turn off all functionality that you don't wish to use, thereby optimising the application's fit with your environment and enhancing its ease of use.

Setup

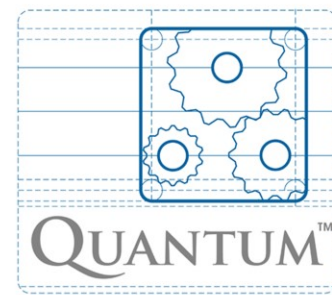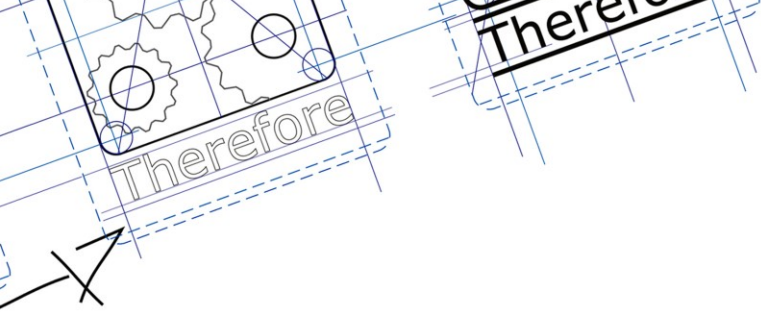It is during this phase that your companies, branches, departments, access rules, users and the like are set up.

Training

Therefore Quantum™ has been designed to be intuitive, which reduces the amount of user training required. However, as with the introduction of any application, a mix of formal and "on the job" training is critical to ensure that users become productive as rapidly as possible. Our training curriculum will be tailored to meet the needs of your environment.

Change management

Best practice change management principles are applied throughout the deployment of the Therefore Quantum™ application.

ABOUT THEREFORE

Introducing Therefore

Therefore specialises in developing and implementing Business Process Management (BPM) solutions. We have, over a period of some 13 years, developed our own BPM technology, which we use to assist our Clients to optimally manage their business processes.

We are in a unique position to be able to help our Clients to implement BPM solutions without having to make an extensive upfront investment in technology, given that we bill on a rental basis. Further, we are in a position to offer our Clients a fully outsourced solution, allowing them to retain their focus on what they do best.

Our technology has been developed to allow for rapid deployment, which allows us to add value earlier in the project life cycle.

Therefore BPM product offering

We have a number of product variants, which allows us to rapidly deploy niche solutions.

- Therefore Quantum™ - Call Centre Management Suite
- Therefore StratIQ™ - Strategy Management Suite
- Therefore HelpDesk™ - Help Desk Management Suite
- Therefore FieldTask™ - Field Task Management Suite

Further, our BPM technology is easily configured, which allows us to rapidly deploy mature Client specific solutions.

Consulting services

Therefore typically consults in areas that relate to the implementation of its BPM technology. We are, however, in a position to offer Clients consulting services of a more general nature, most commonly in the Information Technology, Supply Chain and Project Management space.
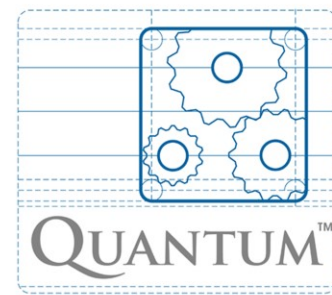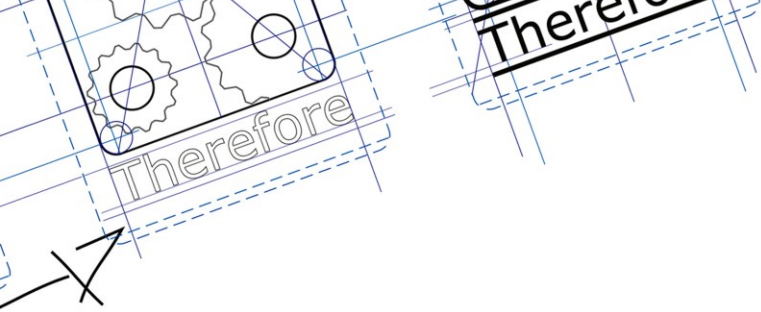
How can we help you?

We would appreciate the opportunity to schedule some time to walk you and your team through our product and service offering and to explore how we can unlock value for your organisation.

Feel free to give us a call if you think that we can be of assistance.

More...

To find out more about Therefore, please visit the Therefore website.

www.therefore.co.za

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Websites

Therefore company: www.therefore.co.za
Therefore Quantum™:   www.therefore.co.za/Quantum

More...

To find out about our other products, please visit the product websites detailed below.

Therefore StratIQ™:   www.therefore.co.za/StratIQ
Therefore HelpDesk™:   www.therefore.co.za/HelpDesk
Therefore FieldTask™:   www.therefore.co.za/FieldTask

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