Therefore Quantum™
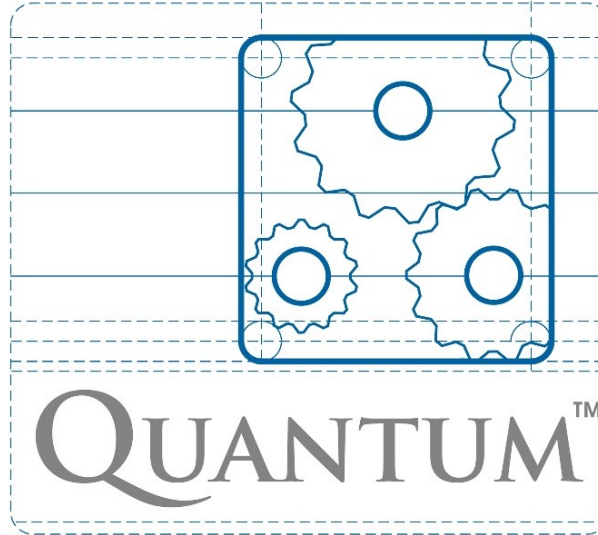
QUANTUM™

THE Call Centre Management tool

Setting the Therefore Quantum™ Agenda

About

Benefits

Utilities

Features

Can we help?

Implementation
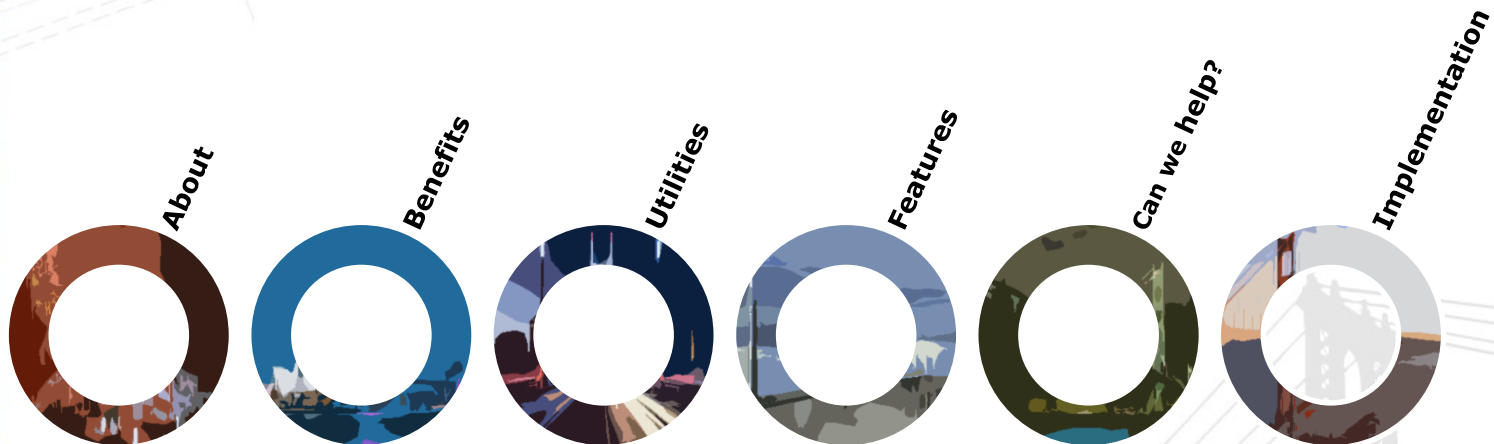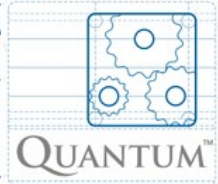
About Therefore Quantum™

Providing a framework for delivery
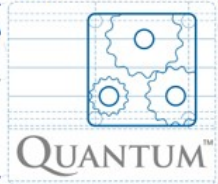
If you can't measure, you can't manage

Accountability

It's a team effort

Performance management / Continuous improvement

Providing "on the same page" clarity

Paper and spreadsheet based solutions aren't solutions

Therefore Quantum™ Benefits

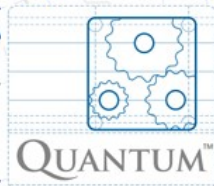- The leading Call Centre Management tool
- Rapid deployment
- Anywhere … anytime
- Management, measurement and reporting
- Teams and cross functional delivery
- Accountability, early warning and remediation
- Staying in the loop

Therefore Quantum™ Utilities

Task / Query

- Comments
- Notes
- Reminders
- Reassignment
- Reclassification
- Attachments
- Rich text editor
- Sub activities
- Ad-hoc communication
- Context sensitive help
- Change log
- Task flagging
- Progress status updates
- Duplicate checker

Reporting

- Dashboard
- Reporting
- External data cube feed

User

- User self-service
- Management visibility
- Contact list

Search

- Smart search
- Quick search

Therefore Quantum™ Features

- Workflow engine
- User interface
- Communication cycle
- White labelled
- Secure
- Integration
- Cross browser compatibility

Can Therefore Quantum™ help?
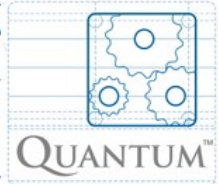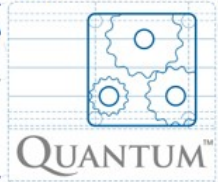
High volumes of Customer initiated tasks and queries.

Want to become Customer-centric, improve service / satisfaction levels, and retention rates.
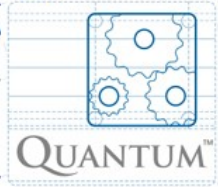
Concerned about the high cost of Customer ownership.

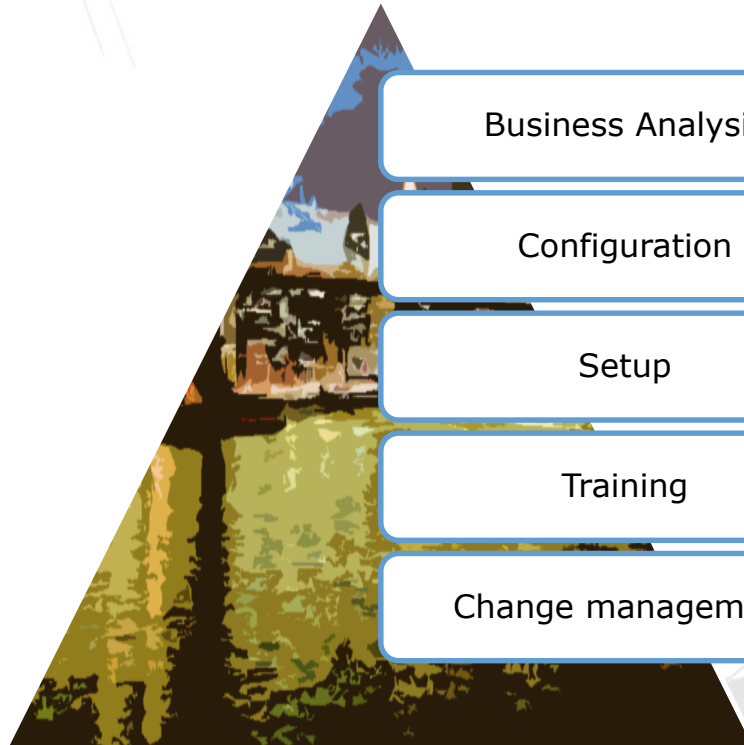Want to maximise their return on investment for call centre spend.

Want to improve the ease of management of their Customer facing call centres.

Want to implement continuous improvement / need access to service failure statistic.

Want to improve cross functional cooperation / delivery.
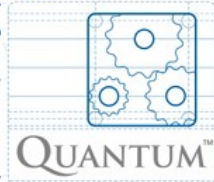
QUANTUM™

Implementing Therefore Quantum™

- Business Analysis
- Configuration
- Setup
- Training
- Change management

Therefore Quantum™

THE Call Centre Management tool

Building bridges / Supercharging delivery

Peter Lever | +27 83 447 4883 | peter@therefore.co.za