

A leading utility service provider in Oman builds a world-class contact center

Challenge

The client is a close joint stock company owned by the government of Sultanate of Oman. It wanted to realign and revamp its existing contact management strategy to provide best service to its customers.

- Servion was commissioned to assess the existing call center and suggest improvements to contact center staffing, procedures and systems
- The assessment included identifying ways to increase contact management, productivity, set targets, assess training requirements and manage costs more effectively

Solution

Servion took a consulting-lead approach to re-discover the role of the contact center and arrive at key objectives in line with its vision. Servion conducted:

- An assessment of the contact center's existing processes and provided a broad guideline for the operations
- Provided a detailed assessment of the contact center practices, people performance and technology assessment
- Provided a transition plan for moving from the Interim contact center to a National contact center

Results

- An assessment report was presented that contained details such as services offered, contact center indexing, expected performance standards and system requirements. It provided a solution design, operation guide and an implementation roadmap
- Servion was also involved in designing a training program for the supervisors and agents

