



# FAB Solutions – The Contact centre Specialist

Helping Contact Centres DO Better and  
BE Better



# Where we want to get to...

## Great customer outcomes

We surprise and delight our customers understanding them and delivering Service excellence.

## Innovative

Using technology to propel the contact centre forward, improving customer and employee experience

## Highly engaged Workforce

Highly engaged teams aligned to a common purpose, Mission and Goal



## High performance Culture

Teams operating over and above your KPI's through effective Leadership.

## Best In Class Customer Journey

Root cause analysis and process improvement to improve your customer experience

## Effective Operation

Robust operating rhythm to manage customer demand across all channels

# What stopping them from getting there?

## Poor customer outcomes

Service Levels aren't being consistently met, post sale barriers are created through high abandon call rates

## Low levels of performance

Quality assurance, Sales performance and productivity are a constant challenge with team leaders struggling to coach effectively and drive results

## Manual and multisystem

Multiple systems with multiple areas to update and dual key, systems don't talk to each other, MI and insights are manual or non-existent

## Clunky and complex Customer Journey

High complaints and low NPS and Csat are demonstrable results of clunky and complex customer journey's

## Disengaged workforce

Our employee satisfaction results show high levels of disengagement, people vote with their feet and the culture feels toxic and no clear direction or purpose to follow

## Inefficient Operation

People planning and resourcing is a challenge, high turnover and attrition and poor productivity are impacting how we operate and how we service customers.

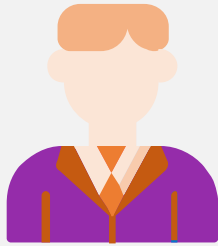




# FAB Solutions: Proposition Wheel

How We Help your Contact centre DO better and BE Better.

# FAB Solutions Avatars - Key challenges



## Sales Director

Name: John

Age: 45

Sector: Financial Services

Size of operation: 150 – 250 Seats

Problems: -

- Inconsistent performance across the team
- Self generated leads are scarce and high dependency on marketing
- Conversations are price driven over value
- Team leaders don't coach enough
- CRM adoption is poor and lack MI
- Team morale is low and relationship with QA is fractured
- Revolving door on staff makes it hard to retain knowledge



## Customer Service director

Name: Jane

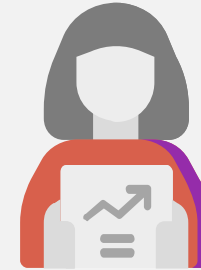
Age: 47

Sector: Financial Services

Size of operation: 250 – 500 seats

Problems: -

- Retention of customers is challenging
- Staff morale is low as service levels are constant strain
- Team handle multiple systems driving errors
- Leadership's ability is inconsistent
- High Tenure of staff means some are carrying baggage
- Quality assurance is a challenge and inconsistent
- Call volumes are a constant challenge



## Operations Director

Name: Janet

Age: 50

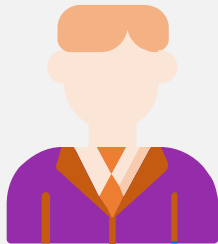
Sector: Financial Services

Size of operation: 250 - 500 seats

Problems: -

- Resourcing is a challenge in the contact centre
- High Absence and shrinkage make it difficult to achieve KPI
- Team leaders don't communicate Scripts are clunky
- Conduct risk flags due to high complaints, post sale barriers and poor QA performance
- Lots or projects to oversee and not always joined up

# FAB Solutions Avatars – Solutions



## Sales Director

Name: John

Age: 45

Sector: Financial Services

Size of operation: 150 – 250 Seats

Solutions:

- CRM and Sales effectiveness audit
- Sales Training programme and Leadership coaching
- Speech analytics to identify lost opportunities and QA risks
- Knowledge Management to help reduce error rates in teams
- Predictive analytics to source next best product
- Outbound optimisation to enhance Outbound capability



## Customer Service director

Name: Jane

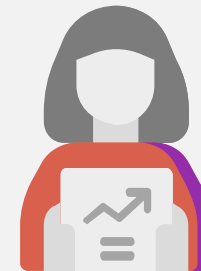
Age: 47

Sector: Financial Services

Size of operation: 250 – 500 seats

Problems: -

- Soft skills training to improve call handling and aid retention
- Knowledge management tools to help centralise systems and improve access to knowledge improving QA
- Leadership development
- Outsourcing solutions to help with overflow demand and recruitment
- Speech analytics and QA scorecard review to improve QA



## Operations Director

Name: Janet

Age: 50

Sector: Financial Services

Size of operation: 250 - 500 seats

Problems: -

- Review of WFM tools and Intraday optimisation to empower Team leaders and address capacity
- Knowledge Management integration and Script optimisation
- Root cause analysis and project support on complaints – customer journey mapping
- Omni Channel telephony integration with Self Serve and IVR optimisation
- Project management support and consultancy/CRM

# For more Information and detail [Click here](#)

Visit [www.fabsolutions.co.uk](http://www.fabsolutions.co.uk) for more information on any of the below

- Contact Centre Training solutions
- Leadership coaching and development
- Contact Centre Technology
- Process improvement consultancy



Contact us on  
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