



Kerv CX Assist Consultancy Services Menu



CX Health check

Target Audience:

- Any contact centre

Activities:

- Workshops: 1-2 days
- Report Walkthrough: 5-10 days later

Report Content:

- Recommendations, ROIs & resource estimates

Workshop List:

- Business Context & CX Strategy
- Contact Centre Operations
- Agent Experience
- Quality & Training
- Workforce planning



Service Expansion

Target Audience:

- Contact centres planning to implement a new channel, self-service or other Genesys feature

Activities:

- Workshops: 1-2 days
- Report Walkthrough: 5-10 days later

Report Content:

- Recommendations, ROIs & resource estimates

Workshop List:

- Business Context & CX Strategy
- Service Definition Workshops
(process design, CX, EX, integrations & service goals)



Troubleshooting & Service Improvement

Target Audience:

- Contact centres with an operational challenge or a KPI that needs improvement

Activities:

- Workshops: 1-2 days
- Report Walkthrough: 5-10 days later

Report Content:

- Recommendations, ROIs & resource estimates

Workshop List:

- Business Context & CX Strategy
- Focus area workshop
(current solution/process, current performance & target end state)



Example consultant: Paul Cox has over 20 years' experience across contact centre operations, design & consultancy. Paul's expertise include CX strategy development, self-service & deflection, channel expansion, agent motivation & retention, process improvement and customer journey design.