Kerv CX and EX Consultancy Services Menu

All packages provide recommendations, ROIs & resource estimates plus a report walkthrough 5-10 days post workshop.

CX Express: 2 hours

2 hour workshop:

Workshops: 1-2 days

Workshop List:

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

CX Express Service Expansion: 1 day

1 day workshop:

Workshops: 1-2 days

Workshop List:

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

CX Express Service Improvement: 1 day

1 day workshop:

Workshops: 1-2 days

Workshop List:

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

WEM Express: 2 hours

Activities:

2 hour workshop

Workshop List:

Any one of: WFM, Quality, Gamification or Speech & Text analytics

WEM Express Service Expansion: 1 day

Activities:

1 day workshop

Workshop List:

To design the implementation of a new WFM, Quality, Gamification or Speech & Text analytics solution.

WEM Express Service Improvement: 1 day

Activities:

1 day workshop

Workshop List:

To optimise an existing WFM, Quality, Gamification or Speech & Text analytics solution.