



Success Story

Small Business Contact Center Outsourcer

As a Phase 2 effort from initiative optimization and growth planning engagements, The Comb Group created a quality monitoring program for this fast growing contact center outsourcer. The program included the use of manual recorders. Yet, the rollout and implementation of this program created a significant performance improvement. At this time, the client is still measuring the overall productivity effects the quality monitoring program has had on operations. However, the client has already seen significant increase in their customer satisfaction as their customers now better understand the services they are paying this organization to deliver. Customers have the ability to listen and to rate all conversations this organization has with their end-customers. Customers rate the performance of the call using the same process as supervisors do with the customer service staff.

The Comb Group delivered manual and automated processes as well as created a reporting tool to consolidate and present quality results to end customers.

Timeline: 3 weeks from project initiation to report and tool delivery.

The Comb Group

Actionable Information, not just reports

About The Comb Group

The Comb Group is an independent consulting firm. Our organization was formed on one driving notion: there is untapped potential lying within all organizations that when identified, drive significant performance improvement.

The Comb Group services help clients achieve their business goals through planning and execution of projects such as workflow diagnostics, voice over IP migration planning, call center outsourcing strategy, information technology planning, and Balanced Score Card delivery.

Why The Comb Group? Because you improve your business the same way bees make honey...one comb at a time.

The Comb Group

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Industry Experience

No consultant with The Comb Group has less than 15 years of experience in their specific area of expertise. Our practices traverse a broad array of industries including Health Care, Banking, Insurance, the Public Sector, News and Media, and Small Business.