

# Self Service Kickstart

Understand and validate what  
you can do to reduce low value  
call volumes with self service

CONCENTRIX™  
tigerspike



# Self service kickstart is right for your business when



You need to **reduce low value call volumes** to your contact centre to meet call handler capacity.



There are common, **low value scenarios currently being handled manually** that could be self-serve.



You need to **validate your system readiness** for a self service experience and demonstrate the capability.

Contact your Concentrix Tigerspike sales representative for further details.

## Sydney

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## Melbourne

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## What we'll do

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We'll work with you to identify key scenarios that are currently generating significant volume to your contact centre. If you already have a clear idea of these scenarios, we'll focus on them. If not, we'll carry out analysis of call themes to determine them.

We'll analyse your current systems and products to determine how a self service experience could integrate into your current workflows and platform implementation.

Then we'll develop a technical proof of concept, including basic front end experience (mobile or desktop) within a test or sandbox environment.

Finally, we'll provide you with a clear plan on next steps so that you can take the concept into production, together with estimated costs and an associated ROI model.

Our emphasis will be on a defining and demonstrating a fast, tactical solution. We know that you're busy: our teams will ensure that we involve you at all key points in the project but that we remain non-intrusive and don't disrupt your normal activities.

## Key activities

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**Analyse high volume, low value call traffic**



**Systems analysis**



**Process mapping (existing & future)**



**Creation of design concepts & technical POC**



**Creation of high level delivery plan, estimated costs & ROI model**

Activities will be confirmed based upon your specific needs

## Time & cost

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2-4 weeks

Guide price:

**\$47,500-95,000**

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## Concentrix Tigerspike

We design and build digital experiences people love to use

Microsoft  
Partner

# About Concentrix Tigerspike

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Concentrix Tigerspike is a global digital services company. We offer end-to-end expertise in strategic consulting, service and experience design, multi-platform engineering and systems integration.

We blend technology with human expertise to drive measurable business outcomes for our customers and to create digital experiences that people love to use.

Our problem-solving practice, aligns teams and identifies focus areas for further exploration by rapidly validating assumptions. This helps businesses to quickly set priorities and to make confident, informed decisions.

With a team spanning 10 global offices, we have been improving people's lives through technology for over 16 years - and since 2017 we have been part of the Concentrix family.

Since 20XX Concentrix Tigerspike has been a trusted Microsoft partner. [Insert quick upshot of what being a partner means](#)

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