Operating Model Framework for a Shared Services Contact Centre

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Specialists In Organisational Design

	Current State	FY 2017/2018	FY 2018/2019
Customer — Transaction processing			
Calls			
Emails			
First contact resolution			
People — Knowledge Management			
Retention & Engagement			
Structure			
Process — Customer Entry-points			
Triage & Risk			
Case Mngt			
Formalised processes			
Technology — Digitisation of forms			
Service Mngt Tool			
Integration of systems			