



oeo has extensive experience delivering improvements to customer service in a variety of telephony environments and contact centres through the application of lean service techniques. Telephony is a unique environment that requires a complete understanding of competing priorities if the operation is to deliver customer satisfaction. You can now transform performance by benefiting from **oeo**'s experience and learning the key skills and techniques on our new *Service excellence in telephony* course. You will gain an insight into which lean service techniques are applicable to telephony, as well as an appreciation of the problems created by focusing solely on efficiency.

Syllabus

The important concepts and techniques that you will learn on this course are:

Understanding value in telephony

Understanding the value stream in telephony and the importance of balancing value for the customer with value for the business.

Telephony measures

Which measures can help improve service and efficiency and which may drive inappropriate behaviour.

Lean principles & telephony

How the key lean principles apply within a telephony environment.

The seven wastes applied to telephony

Essential concepts that help you focus your efforts systematically to improve both customer interactions and operational efficiency.

Key lean techniques

Standardisation, quality assurance, 5S, capacity planning & forecasting – how to apply these to enhance customer service and efficiency without destroying value.

Demand in telephony

Learn how to fully understand and manage demand in a contact centre. Explore techniques for demand levelling to reduce the volatile nature of telephony demand.

Failure demand

Understand failure demand, how to identify and measure it, and techniques to reduce it to release additional capacity.

The role of the team leader in telephony

How the team leader can significantly enhance team performance and service through appropriate allocation of their time and the adoption of a suitable coaching model.

The Course

As with all of our courses, *Service excellence in telephony* is designed to bring the subject to life and involves a high degree of participation and interaction to give candidates a clear understanding of how the concepts can be applied in practice. Visit the **oeo** training website for details of our current schedule or talk to us about tailored solutions to meet your specific needs.

Although offered as a standalone course, candidates attending *Service excellence in telephony* can earn credits towards future accreditation through **oeo** in the LERC Lean Competency System level 2a.



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