

PwC Contact Centre Capability & Maturity Assessment

Human connection, in a digital way

The Challenge

Existing Customer Service models are outdated and unfit for purpose, with a heavy reliance on the traditional legacy contact centre systems that are often unable to offer the agility and flexibility organisations need to address the key drivers of change.

High Customer Expectations

Do customers expect more from the organisations they interact with, seeking personalised, efficient, and secure service?

Competition for Talent

How can companies compete for and retain staff amidst high attrition rates and demanding job requirements?

Evolving technologies

With the rapid progress and plethora of options in digital technologies how do businesses make informed choices?

Customer Personalisations

As customer needs are changing, what can be done to meet the challenge of delivering personalised customer experiences?

Automation & AI

How can businesses harness the power of AI and automation to enhance the delivery of exceptional service?

Business Intelligence & Analytics

Data is a differentiator - what is the route to extracting valuable insights from the vast amount of available customer data?

Cost Efficiency

What is the return on investment (ROI) for investing in a digital transformation?

Seamless Customer Journeys

How does embedding automation capabilities make the shift appear seamless for customers?



The Solution

Understand how to modernise and future-proof your people, processes, data & technology for your Contact Centre

The Contact Centre Capability & Maturity Assessment has been designed to focus the attention of the organisation on the principles required to enable a robust contact centre adoption and capabilities programme.

The assessment focuses on the below categories, providing a holistic output across the core areas of your organisation. Our team bring extensive contact centre experience and knowledge alongside Amazon Connect expertise to drive your contact centre transformation beginning with our capability and maturity assessment.



Leadership & Strategy



Operations



Governance



Technology



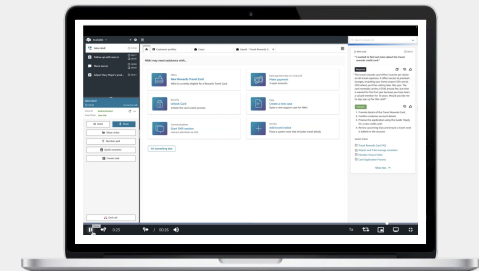
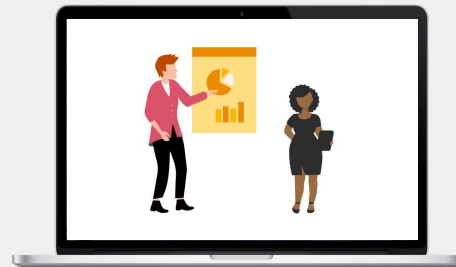
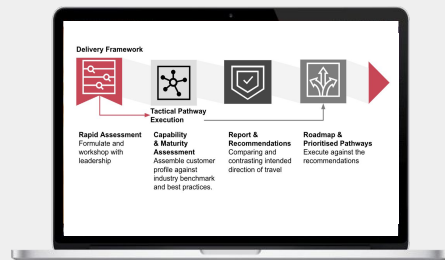
Business Intelligence & Analytics



Security & Compliance

Assessment Overview

A 6 week time-boxed discovery exercise fed by a series of workshops, interviews and documentation reviews to produce a concise capability and maturity assessment output enabling a prioritised roadmap of recommendations to optimise your contact centre.



Insight and actions are configurable based on your requirements

Assessment Deliverables

- Overall contact centre maturity output
- Detailed findings outlining current strengths, weaknesses, and opportunities for improvement for your contact centre
- Roadmap for implementing suggested improvements and optimising the use of tools such as Amazon Connect

Key benefits

Understanding of Maturity

Provides valuable insights into the efficiency, effectiveness and overall performance of your contact centre operations. Helps identify areas for improvement, process optimisations, customer experience enhancements and strategies to align with industry best practices

01

Gauges Readiness

Aids in resource allocation, cost management and technology optimisation. Enables organisations to gauge their readiness for emerging trends, adapt to evolving customer expectations and drive continuous improvement in their contact centre

02

Maximising and Optimising

Together with our maturity assessment and skilled team of Amazon Connect experts, we can highlight opportunities to leverage advanced features and capabilities of the platform; ensuring your contact centre is maximising the benefits of technologies and optimising workflows

03

Modernise and future-proof your people, processes, & technology with PwC

Business First Approach

Our approach focuses on the challenges that matter to you most, and devising solutions to tackle them swiftly and efficiently. Utilising our assessment services, we can gain insight into your requirements and deliver precisely what you need at the right moment.

Managed Services

Our Execution Managed Services division leverages Amazon Connect to provide client support, offering a specialised team dedicated to managing and supporting every aspect of the platform. Our dedicated team brings expertise and commitment to deliver a reliable and efficient Amazon Connect experience for our clients.

Alliance Ecosystem

PwC and AWS maintain a well-established and expanding partnership that facilitates technical exploration, solution development, and business expansion. Together, we collaboratively harness technology to address customer challenges effectively.

Industry Expertise

At PwC, we possess a unique advantage in providing industry-specific and technical expertise that seamlessly complements delivery capabilities. Our extensive knowledge that spans various sectors, from legal to retail, enabling us to cater to a wider range of industries with precision and excellence.

Secure by Design

We harness our cloud security capabilities, by proactively addressing potential threats by prioritising security in every aspect of an organisation's operations. Our proactive and resilient approach to safeguarding data and systems, making security not just a consideration but a fundamental principle.

Technical Expertise

An accomplished team with extensive experience in designing, deploying, and providing support for Amazon Connect solutions across diverse industries and scales. This team's deep understanding of industry nuances, compliance requirements, and emerging trends positions them as trusted advisors.

Let's connect



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