

## **Invitation to participate in the 'Snapshotz Online' Australasian (ANZ) & North American Self Assessment & Good Practice Programme for Customer Service Centres May, June and July 2010.**

Customer Services Audit the developers of Snapshotz Online along with their partners in North America and Australasia invite all public, not for profit and private sector organisations to take part in the first ever 'Self Assessment & Good Practice Programme for Customer Service Environments.'

All Customer Service Centres, Call Centres, Contact Centres and help desks are invited to participate in the first ever end to end self assessment programme online (over the internet).

Participating organisations will gain significant insights into their operations, teams, identify potential cost savings and productivity improvements and achieve an overview never before achieved across the entire public sector.

This view is cheaply enabled through Snapshotz Online<sup>®</sup> due to the internet and advances in technology enabling software as a service (SaaS)

Snapshotz has multiple benefits and as a tool can be employed:

- ☞ for customer service to drive best practice
- ☞ Achieve a structured and disciplined approach to customer service management
- ☞ Risk management tool
- ☞ Reporting tool for management at all levels including the board
- ☞ Planning tool - Ideal for SWOT analysis
- ☞ Training tool for supervisory staff
- ☞ Get the best out of their investment in Technology, people, process

## How to participate, Timing, Costs and what other benefits

The Australasian and North American Self Assessment and Good Practice Programme is to be carried out over the months of May, June and July 2010. Our aim is to make this an annual event.

Participating organisations will purchase a Snapshotz license or licenses depending on the number of employees or supervisors that they wish to have using the programme.

Each license expires after 8 weeks but can be extended for another two weeks, not all sections are compulsory, but the compulsory sections need to be completed before the 04 (three) reports are produced.

### Reports

1. Snapshot of sections with traffic lights or heat maps and graphs
2. Top 50 lowest scoring / high priority issues from the 580 variables
3. Detailed report with benchmarks (Snapshotz score)
4. Priority management task scheduler - your project management aide

In July, August and September seminars are to be held in chosen cities detailing findings and assistance with setting priorities based on report outcomes.

A National report on best practice will also be available at reduced cost to participating organisations.

### Participation costs - Special pricing for programme

#### New Zealand / Australia

- ☞ 1 Snapshotz Online license \$1,350 NZD
- ☞ 2 - 5 Snapshotz Online licenses \$1099 NZD
- ☞ More than 5 licenses Please contact us [info@CustomerServicesAudit.com](mailto:info@CustomerServicesAudit.com) or on 0064 274 546 460 or Any of our partners listed on our certified partners page <https://www.customerservicesaudit.com/Page.aspx?PagelD=19> .

#### North American pricing:

- ☞ 1 license \$1,099 USD
- ☞ 2 - 5 licenses \$999 USD