OUTSOURCING MADE EASY BY CONECTYS



The Due Diligence step answers the question "What is value?".It specifies the people, processes and technology involved, the project launch type[full or staged], as well as the timetables, owner and deliverables.

Create the Documentation

The resources are gathered in the Conectys Operating System. This includes details such as leadership team, communication points, performance dashboards, training, recruitment, quality assurance(QA) and reporting.

ONBOARDING NEW CLIENTS



Structure of the implementation

Your new teams are co-recruited and trained on-site.KPIs, SLAs and QA grids are established. Tech setups being to take shape, from phone lines to multi-channel CRM tools and bussiness continuity measures.

Ensure Validation

The freshly trained team is tested to ensure a full understanding and adherence to the knowledge base. The agreed tech setup is tested too, along with escalations, notifications, and KPIs.

Go LIVE

Congratulations! Your team starts engaging with clients, dashboards begin to populate and real-time metrics are gathered from the initial report. The first 1-2 weeks are best used for on-site mentoring to ensure we become a true extension of your brand.

Monitor & Improve

When things are up and running, we gather customer insights through NPS and CSAT scores. Weekly QA review sessions, then monthly and quarterly executive calls set the pace for ongoing calibrations and optimization.