

Professional Services

Custom consulting and assistance on customer experience strategy, sales optimization, linking call center performance, surveys, modeling, advanced analytics and more.

Do you know how your customers feel about your company – and how their feelings affect your financial success? Can you tie daily customer care performance to profits? How about your employees – are they satisfied? Do you know what drives their performance, attrition and, ultimately, customer satisfaction? And when it comes to analyzing customer care data, would you like to know exactly where you are losing money or brand position due to poor customer care?

HyperQuality's Professional Services Team can help you and your team focus on the care and sales issues within your organization. We'll give targeted attention to your customer experience and employee experience, with a complete menu of consulting services, research projects and step-by-step improvement plans – all tailored to your unique needs.

HyperQuality's Menu of Professional Services

No matter what kind of business you're in or the size of your operation, HyperQuality offers Professional Services that can help you achieve excellence in all aspects of customer care, employee satisfaction and sales performance.

Customer Excellence Management

- » **Ideal Customer Blueprint Map** – Create a total exploration of the ideal customer experience for your customers in your industry, including focus group benchmarks for every aspect of your company's service delivery cycle.
- » **Blueprint Customer Survey** – HyperQuality will design a comprehensive life cycle survey to capture every critical aspect of your company's sales and service delivery.
- » **BDI/CSI/MSI Brand Loyalty and Customer Satisfaction Index Survey** – We'll build an index methodology survey process that will make customer feedback an integral and actionable part of any company.
- » **Advanced Modeling & Analytics** – HyperQuality can help your business determine where you are losing money or brand position due to poor performance.

Employee Experience Management

- » **Blueprint Employee Survey** – HyperQuality will create a comprehensive survey to capture critical aspects of your employees' opinions of their company.
- » **ESI/MESI Employee Satisfaction Survey** – Using the Blueprint Survey or modifying a company's existing employee surveys, HyperQuality will build an index methodology to make employee feedback part of your company's quarterly strategic planning.
- » **Advanced Employee Modeling & Analytics** – Use modeling and analytics to evaluate company policies, operations, tools, culture, leadership, compensation and many other aspects of managing employee capital.



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Consulting

- » **Evaluate or Design Customer Service Strategy** – We'll help you design a customer service strategy that complements your marketing and operations strategy, with positive results for your bottom line.
- » **Call Center Performance Improvement** – We will help improve your call center's overall performance and close the quality gap between internal and partner sites or between on-shore and off-shore sites.
- » **Improve Sales Effectiveness** – Discover why your company's sales numbers may not improve at the same rate as your quality numbers—and learn the what, where, how and why of your company's sales performance.
- » **Link Service Performance to Internal Metric and Financial Performance** – HyperQuality can build a comprehensive analytical platform to quantify the impact of improvement of customer service on your internal metrics, financial performance and brand loyalty.
- » **Marketing, Post-Launch, Offer Design Testing & Analytics** – Before your company tests a new product, price changes or marketing offers, HyperQuality can help ensure you capture all the key elements of a successful market test.
- » **Call Flow & Talk Time Analytics** – HyperQuality will analyze your calls and measure the effectiveness of individual call elements, and can redesign call flow to achieve your desired outcomes.
- » **Comprehensive Complaint/Comment Analytics** – Get a detailed look at customer complaints and comments and learn how to differentiate between changes that would be “nice to have” vs. those you “need to have.”
- » **Facilitate Monthly Executive Advocacy Meetings** – HyperQuality can help your executive management team to truly understand operational specifics of calls and/or chat sessions – and their true impact on business success by pulling all the monitoring and survey data into one monthly meeting.

The HyperQuality Toolbox

HyperQuality delivers a comprehensive spectrum of products and services designed to help your customer experience get EvenBetter™ every day, including:

ClearMetric™

Easy-to-use reporting tool includes a suite of reports to help you understand, analyze and improve customer experience. Use with your own monitoring system or with HyperQuality evaluation and analysis services.

HyperRecording

Next generation recording solution with quick start-up, hassle-free integration and lower cost than traditional systems.

HyperEvaluation

Comprehensive, cost-effective evaluations for all your customer contacts: telephone, email and chat.

HyperSurvey

Wondering how satisfied your customers feel? Customized surveys provide valuable, actionable data.

Exception Management

Monitor your Key Performance Indicators and receive instant notifications when an issue first appears.

Comment Analysis

Unlock the power of your unstructured data, including customer comments, agent case notes, chat sessions, and more.

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