

PROJECT STATUS REPORT: CONTACT CENTER

Lesson 5 – Status report

Group 1:

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PJM 6210 – Communication Skills for Project Managers

May 14, 2023

Northeastern University

PROJECT STATUS REPORT

HIGH-POWER/LOW-INTEREST STATUS REPORT

PROJECT SUMMARY

REPORT DATE	PROJECT NAME	PREPARED BY
Date: May 14	Project: Contact Center	Name: Group 1

The goal of this project is to provide one centralized phone number for the stores to initiate support for three departments. For the High Power/Low Interest stakeholders a status report depicting the future plans and existing organization structure is essential to receive their approval to proceed with the project. Our high-power/low-interest stakeholders are vendors, customers, and the mayor.

PROJECT OVERVIEW

This is a 3-phase project to test and implement a new contact center system for a retail company. The sponsor approved the project in November. The first phase should be completed by march and the project is scheduled to be completed in August.

Phase 1

GOAL	Conduct a Phase 1 pilot to determine the amount of 1st and 2nd level calls
METRICS	Capture meaningful data. Analyze data to determine next steps. Complete pilot by March
SCOPE	Phase 1 - A specific group of districts will be selected for the pilot; 10% of store population
SCHEDULE	Conduct a pilot in a specific district for 60 days.
RISK	Contact Center may need to transfer a high percentage of calls, which would be counter to our goal of streamlining the process for stores. Stores not receiving adequate service if having to be transferred for 2nd level support.
CONSTRAINTS	Phase 1 Pilot will be implemented with only six Contact Center Agents.

PROJECT STATUS

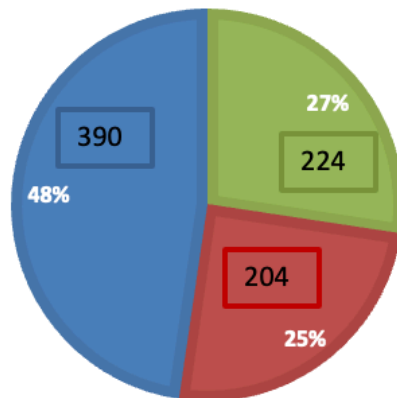
The pilot is currently on track to be completed by March. The Contact Center has been able to capture meaningful data, and the data is currently being analyzed to determine next steps.

PROJECT STATUS REPORT

INCOMING CALL TO THE CONTACT CENTER FOR EACH TYPE OF STORE

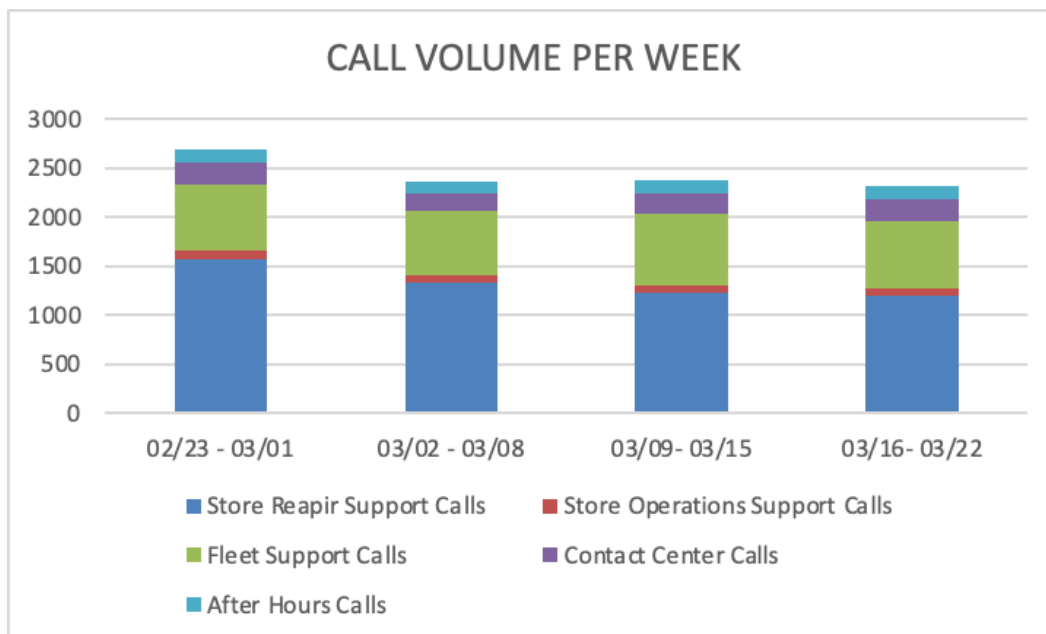
INCOMING CALL FOR:

■ Fleet Support ■ Store Operations Support ■ Store Repair Support



The graphic shows the incoming calls to the contact center for each type of store support. The contact center can use this information to allocate its resources better and ensure that customers receive the support they need in a timely manner.

CALL VOLUME PER WEEK



The graphic "call volume" shows the number of calls made to the contact center each week during the project's first phase. The calls are categorized by type, including store repair support, store operations support, fleet support, contact center calls, and after-hours calls.

The data shows that the contact center was able to handle the increased volume of calls during the first phase which suggests that the contact center was able to become more efficient in handling the calls.

PROJECT STATUS REPORT

RISK AND ISSUE HISTORY

General Risks:

- There is a risk that the new contact center system will not meet the needs of the end users.
- There is a risk that the new contact center system will not be implemented on time or within budget.

Specific Risks:

The main risk associated with the project is that the Contact Center may need to transfer a high percentage of calls, which would be counter to the goal of streamlining the process for stores. Additionally, stores may not receive adequate service if they have to be transferred for 2nd level support.

RECOMMENDATIONS

To mitigate the risks and reduce their impact the following recommendations can be implemented to reduce the magnitude of impact:

1. Bifurcate call type at the very beginning by enquiring with the caller about the “type” of problem or service they have called for.
2. For streamlining the process, we must first establish the reporting managers and teams for each support group and then divide into teams for each level.
3. For approvals on the project processes, we must make quarterly reports for the mayor, vendors and customers about the existing structure, timings and other resources requirement for proper functioning.

PROJECT STATUS REPORT

LOW-POWER/HIGH-INTEREST STATUS REPORT

PROJECT SUMMARY

REPORT DATE	PROJECT NAME	PREPARED BY
Date: May 14	Project: Contact Center	Name: Group 1

The goal of this project is to provide one centralized phone number for the stores to initiate support for three departments. This report identified Low Power/ High Interest Stakeholders who have low level of impact on the project and are involved in the daily activities.

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PROJECT STATUS

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ITEMS COMPLETED
Sponsor Approval
1 st Level script
Identifies regions for the pilot
Training

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UPCOMING ACTIVITIES
Call Data Analysis Conduct by March
Leason Learned Applied by April
Training For Agents by April
Second Phase by July

ACTION ITEMS

The following action items are required to complete the first phase of the project:

- The project team must continue to test the new contact center system.
- The project team must develop a training plan for the end users.
- The project team must communicate with the stakeholders on the progress of the project.

RISK/ISSUES

- High percentage of call transfers
- Inadequate service for stores that need to be transferred.
- Difficulty distinguishing between 1st and 2nd level calls

CONCLUSIONS/RECOMMENDATIONS

- Increase the capacity of the support team to handle the Store operations hotline.
- Increase the number of Contact Center Agents
- Develop a training program for Contact Center Agents
- Create a process for tracking call transfers.

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SUMMARY

The initial step involved deciding on the target audience. The audience was classified as high-power/low-interest and low-power/high-interest groups. With the target audience in mind, we can create the project status report for phase 1 of this project.

High Power/Low Interest

High-Power/low interest stakeholders included vendors, customers and the mayor. Stakeholders in this quadrant are typically not very interested in the project, but they have a lot of power to influence its outcome. The best way to communicate with them is to keep them informed of changes and developments but to avoid overwhelming them with too much information.

This status report is brief and to the point. It highlights the key accomplishments and milestones, and it identifies any risks or challenges that could impact the project. The audience for this status report is high power/low interest stakeholders, so the report is written in a way that is easy to understand and does not overwhelm them with too much information.

Low Power/High Interest

Low-Power/High-interest stakeholders included the main workers (the technical writing manager Kenny Medina, Asset director Lynn Sparks). Stakeholders in this quadrant are typically very interested in the project, but they have little power to influence its outcome. The best way to communicate with them is to keep them informed of changes and developments and to encourage them to participate in discussions and decision-making.

This status report is more detailed and informative than the previous one. It includes a discussion of the project's progress, as well as the challenges and opportunities that lie ahead. The audience for this status report is low power/high interest stakeholders, so the report is written in a way that is engaging and encourages them to participate in discussions and decision-making.

By understanding the power and interest of your stakeholders, you can tailor your communication and status reports to meet their needs. This will help you to keep them informed and engaged, and it will help you to build stronger relationships.

PROJECT STATUS REPORT

REFERENCE

BOLICK, C. (2019). CONTACT CENTER STORE SUPPORT TEST & IMPLEMENTATION. *Contact Center Case Study. PJM 6210 - COMMUNICATION SKILLS FOR PROJECT MANAGERS / NORTHEASTERN UNIVERSITY*