



Contact Center Holiday Planning Starts Now

Have you started planning your customer service strategy for the holiday season? Black Friday and Cyber Monday may be a few months away but, experts predict the holiday season will continue to expand with holiday promotions beginning soon.

Feel free to use our holiday planning checklist. Or, let Donnelly complete the planning for you. Contact us and learn more about how to simplify your holiday planning process, delight your customers, and decrease your costs.

Contact Center Holiday Planning Checklist

Customer Experience

- Omni-channel options: e-mail, phone, chat, click to call, social media, SMS
- 24/7 customer service
- Self-service solutions

Staffing

- Staffing requirements
- Seasonal hire skill sets
- Workforce management tools

Infrastructure and IT

- Additional workspace and workstations
- User licenses, disk space, internet bandwidth, telecom bandwidth
- Reporting and data analytics

Human Resources

- HR recruiting and hiring plan
- Employee holiday care and incentive plan
- Additional management, training, and quality assurance resources

Training and Quality Assurance

- Training materials
- Learning Management System
- Quality assurance monitoring
- Voice Analytics