

meaning that connectivity – although it is improving all the time – is the single biggest challenge facing modern contact centres, as it is still not as reliable as such entities would like – a key challenge *Knowledge Executive* found is affecting all BPO/contact centres.

Inter-Active is even more pragmatic, highlighting infrastructural risk as the biggest challenge to the industry. According to the company, electricity failure can easily compromise even the best contact centre business, so the state of the South African national electricity grid infrastructure is clearly a massive risk.

An additional risk is around the skills required for the deployment of technology. While the technology itself is world-class and SA is very rich in regard to contact centre technology, there remains a lack of implementation skills in the country. And this is clearly a problem, since the best tools in the world are useless without the right people to operate them.

“The concept of reports is dead: historic information is simply not useful enough anymore – real-time information is the only path to success – especially when you look at it from the customer perspective.”

Furthermore, BPO businesses must comply with current laws and legislation regarding the protection of personal information by making sure all their operations are compliant, says Presence. This means that contact centre administrators and supervisors must have the proper tools to monitor, audit and analyse detailed information across all activities. Another risk is when the contact centre solution deployed is not flexible enough to adapt the system fast enough to meet market-changes. The reality of some multi-channel implementations shows how many times reality doesn't meet expectations when it comes to speed of service, or when consumers are not served as they expected. This represents revenue and opportunity losses.



The Knowledge Executive

RD Boyd



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