

As software manufacturers enhance their solution, do not assume features and functions will remain the same

Benefits

Gaps and unknowns were discovered early in the process, resulting in an accurate timeline and lowering costs

Functional expectations and workarounds were established, improving training and productivity while lowering risk

“Has an upgrade or transition affected your business processes and productivity?”

“Are you sure the reports and statistics use the same formulas and calculations?”

“Do your business teams have a means to push back if the transition is not properly prepared?”

Challenge

Transitioning or upgrading to a new contact center solution can be an exercise of patience, unknowns, and altered expectations. A number of large contact centers recently experienced this challenge. Although the business attended sales sessions and demos, it was unclear how the transition would affect their day to day operations: reports, supervisory interfaces, skills, various features, IVR, quality assurance, and much more. The unknowns and risks caused doubt, apprehension, and decreased the projected success of the upgrades.

Effort

Through the use of a controlled testing environment, each feature was analyzed, simulated, and tested. Either the feature passed or was classified as changed or defective. If the feature changed, the differences were documented. If the feature was defective, a ticket was opened. The business teams were presented options for the different and defective features; continue forward, devise a workaround, wait for a resolution, or designate it as a show-stopper. The number of differences and defects varied per customer based on their use of the technology. Gaps were reviewed weekly with the manufacturer and progress was communicated to the project team.

Results

The number of gaps, defects, and differences set the proper expectations and decreased the number of unknowns. The due diligence provided leadership, training, systems administration, and the quality assurance team the information they needed to prepare for change. The success of these transitions far surpassed previous experiences.

Summary

A gap analysis and testing strategy was used to uncover critical unknowns and risks. IT and business leadership were able to resolve, workaround, and communicate the gaps with their teams in preparation for the transition. The manufacturer worked the issues and advocated on behalf of the customer.

Considerations

Do not assume the features your teams depend on will function and perform as they have prior to the transition. Seek consultation, create a process, and implement a means of gap analysis that is tuned to your culture and business needs.