

Contact Center & AI Readiness Assessment

Know where AI will help your contact center, and where it will cost you callbacks.

In three to four weeks, two senior operators review your contact center end to end. You get a vendor-neutral view of which contacts AI can resolve, which it should only assist, and the operating fixes to make first, so any platform you buy lands on a process that works.

WHAT WE ASSESS

Contact demand

Why customers call, failure demand and repeat contacts.

Knowledge

Accuracy, ownership, and what a bot would learn from.

Routing & IVR

Menus, transfers, and containment versus callbacks.

Quality & CX

QA scorecards, first-contact resolution, complaint themes.

Agent workflow

What drives handle time, the desktop and after-call work.

Data & integration

CRM, telephony and readiness for AI tools.

WHAT YOU GET

- Contact-reason map with volume, cost and failure demand
- AI use cases ranked by value and risk: resolve, assist or leave alone
- Operating fixes to make before any AI goes live
- Vendor-neutral requirements for an RFP or a pilot
- Leadership readout with a 90-day plan

HOW IT RUNS

Week 1	Data pull and leader interviews
Week 2	Call listening, side-by-sides, systems review
Week 3	Contact-reason analysis and use-case scoring
Week 4	Readout and the 90-day plan

INVESTMENT

\$15,000

Fixed fee for one contact center, three to four weeks. Vendor-neutral: we don't resell platforms, and any partner relationship is disclosed in writing.

BUILT FOR

Contact centers of roughly 20 to 300 agents that are weighing an AI or cloud contact-center platform, or have deployed one and are seeing callbacks rise.

WHAT IT IS NOT

- Not a platform sale or an implementation
- Not an IT security assessment
- Built to work alongside your IT team and any vendor you choose