

ServiceJolt is an assessment of your organization's sales and service operations compared to best-in-class examples across the industry.

This holistic, 360° assessment of your people, processes, and tech infrastructure includes a focus on change management needed to achieve your optimal future state.

Our team of professionals supports you at every step to help you increase customer satisfaction and generate greater service revenue.



## People

We review your org structure and assess alignment within the roles that routinely interact with customers.



## Process

Which internal processes touch customers, directly and indirectly? We take a 360° look at these and assess efficiencies.



## Technology

What infrastructure is used to support delivery of sales and services processes to your customers.

## What to expect

- ✓ A complete assessment of existing strengths and weaknesses gathered by in-depth interviews with staff, summarized into a written assessment.
- ✓ An action-oriented roadmap, including budget, to address weaknesses and set your organization up for success today and in the future.
- ✓ Change management leadership to prepare your internal team for process and technology changes, getting your people on board from day 1.

## About Forcivity

We specialize in helping organizations transform their service operations using technology. We've helped more than 200 clients improve interactions with more than 4 million customers annually.

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