

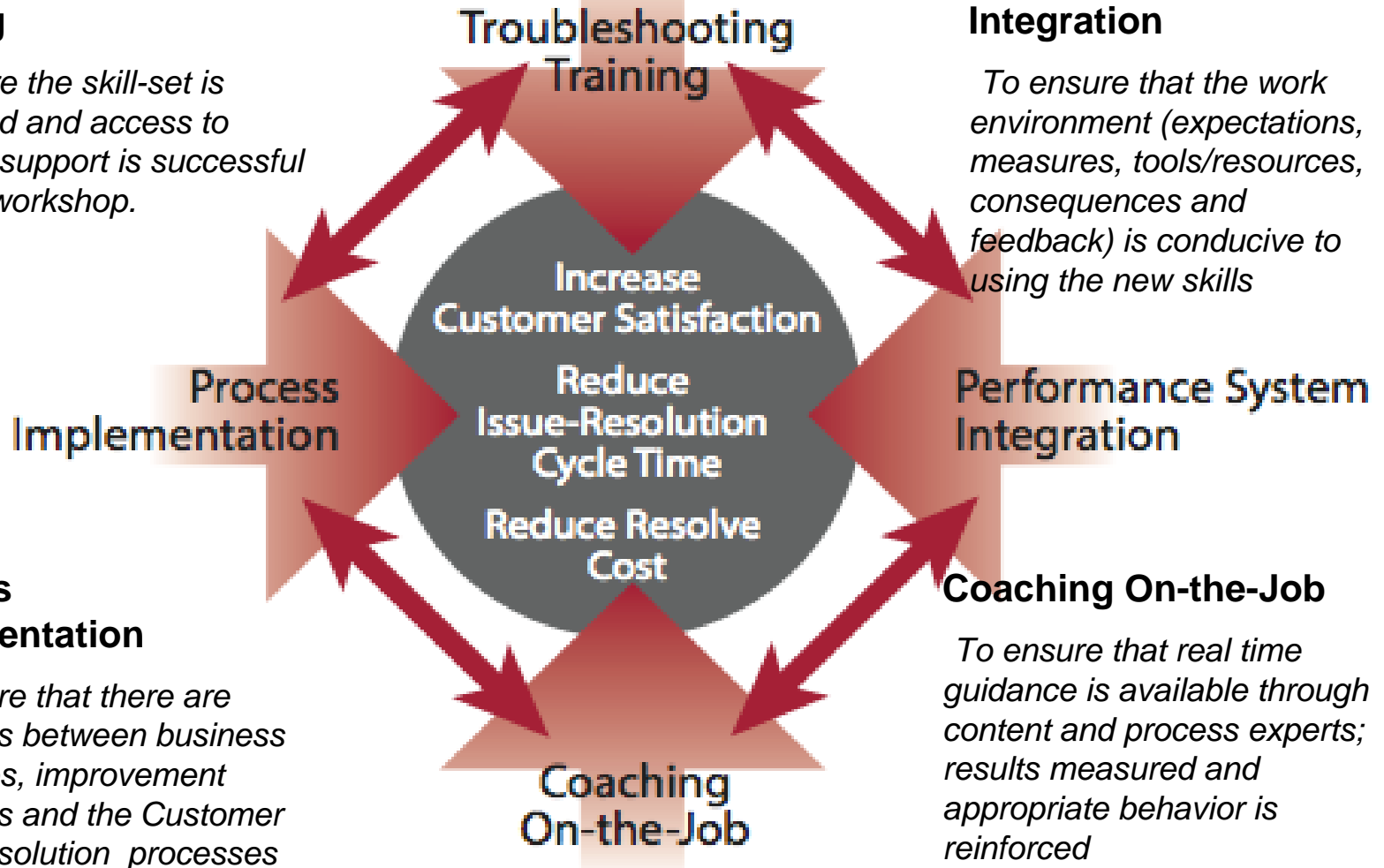
# KT Resolve Value Proposition

## Troubleshooting Training

*To ensure the skill-set is transferred and access to coaching support is successful after the workshop.*

## Performance System Integration

*To ensure that the work environment (expectations, measures, tools/resources, consequences and feedback) is conducive to using the new skills*



## Process Implementation

*To ensure that there are clear links between business processes, improvement objectives and the Customer Issue Resolution processes*

## Coaching On-the-Job

*To ensure that real time guidance is available through content and process experts; results measured and appropriate behavior is reinforced*

# KT Resolve Engagement Model



**Step 1 - Analyze:** KT performs a [KT Resolve Analysis](#) to benchmark your service environment and identify strengths and weaknesses within the framework of our SVM and KT Resolve model.

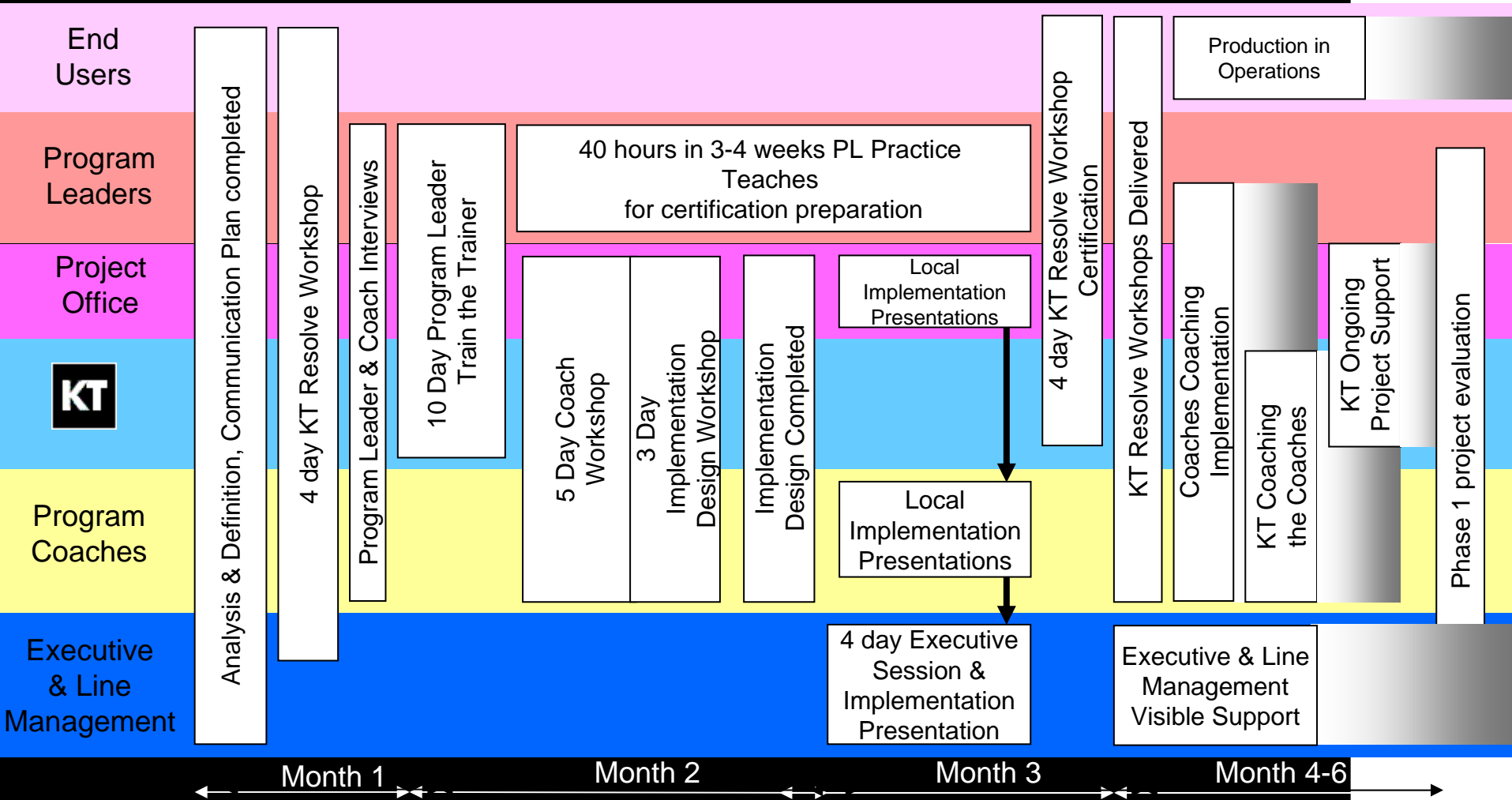
**Step 2 - Design:** Based on this analysis, we design modular solutions that will make the most impact, both strategically and financially. We calculate areas of greatest RO I, and we work with you to create a strong business case for implementing targeted improvements.

**Step 3 - Deliver:** An implementation team drawn from KT and your organization implements these targeted solutions guided by KT's strong project management skills and using our systematic processes to achieve operational improvements and to provide performance support.

**Step 4 - Document:** In addition to monitoring progress throughout the engagement, we document, analyze and present the results.

**Step 5 - Sustain:** Our programs are designed to ingrain continuous improvement and sustainable practices within your organization. Opportunities are identified for building on success and exploiting your current capabilities.

# Typical KT Resolve Implementation flow



# KT Resolve: KPIs

The implementation of KT Resolve is aimed at improving three Key Performance Indicators (KPIs):

- Customer satisfaction/customer retention
- Mean-Time-To-Resolution
- Cost of Service

Other improvement objectives (“leading” performance indicators):

- Reduction in service performance variance
- Faster/streamlined escalation
- Common “problem solving language” throughout the resolution chain independent of technology
- Employee satisfaction/retention (direct link to customer satisfaction)
- Improved problem progress reporting
- Accelerated productivity of new hires
- Accuracy and completeness of information
- Reduced complaints about being asked the same question twice