

**SERVICEJOLT
ASSESSMENTS OFFER:**

- benchmarking against best-in-class
- insight into your company strengths and weaknesses from a customer's perspective
- an action-oriented roadmap for improving customer engagement
- timelines and estimated budgets for your planning purposes
- identification of the critical change management considerations

4.1 Million
Customer interactions
improved (annually)

23,940
Customer-facing staff
empowered

200+
Client engagements completed

If you desire higher customer satisfaction, greater service profit and more service revenue, you need a **ServiceJolt!**

Contact us!

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Jolt Consulting Group's **ServiceJolt** is an assessment of an organization's sales and/or service operations and performance versus best-in-class across industries. It is a holistic review of an organization's people, processes, and IT infrastructure, including the change management necessary for achievement of the optimal "future state" sales and/or service organization.

**SERVICEJOLT FOCUSES ON
ENHANCING 3 KEY ELEMENTS FOR YOUR
ORGANIZATION:**

1. The processes followed when interacting with customers.
2. The organizational structure and alignment within those that routinely touch customers.
3. The technology infrastructure used to support the delivery of sales and service processes.

WHAT TO EXPECT:

We'll perform a complete assessment of your existing organization and capabilities by interviewing staff, reviewing existing materials and talking, when appropriate, with customers. We assimilate all of this information and provide you with a written analysis and tangible action plan you can implement to achieve targeted business improvements.



ABOUT JOLT CONSULTING GROUP

Jolt Consulting Group specializes in helping organizations improve customer interactions. Through a broad spectrum of strategic and technology centric offerings, we enable organizations to connect more deeply with their customers. We accomplish this through strategic organizational assessments, effective managing change, and by helping with the selection and deployment of enabling technologies. Jolt's team is comprised of industry veterans who each year have improved over 4.1 million customer experiences.