



LAUNCH YOUR PERFORMANCE TO THE NEXT LEVEL

Whether you know you have issues or you think your contact centre is operating at peak efficiency, Orbit can make it run even better. Our comprehensive performance system is proven to uncover and remedy opportunities for improvement that drive directly to the bottom line, in every situation.

Think of it as boot camp for your organization. No matter where you are along the fitness continuum, our step-by-step methodology and specialized tools will help you achieve greater organizational health. Higher revenues, greater productivity, improved customer satisfaction – whatever your goals, Orbit’s approach will help you attain them.

We’re so sure of it, we even offer a pay for performance option whereby we don’t get paid until you do.

“Performance transparency has given us actionable insights and fuelled our growth every year since we first implemented it three years ago.”

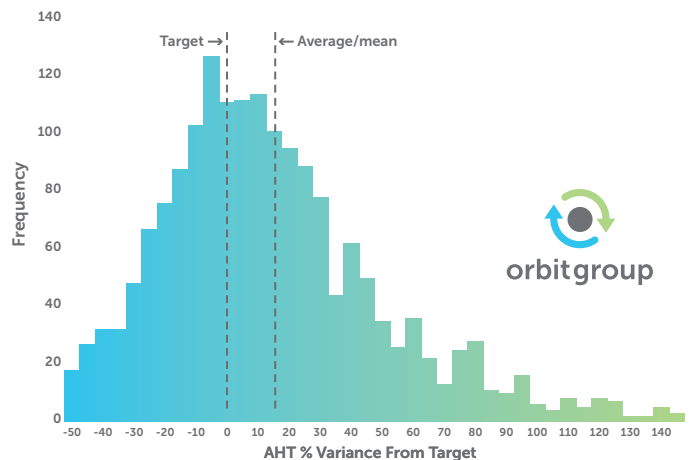
Senior Leader, Direct Sales
International e-commerce company

BEYOND AVERAGES

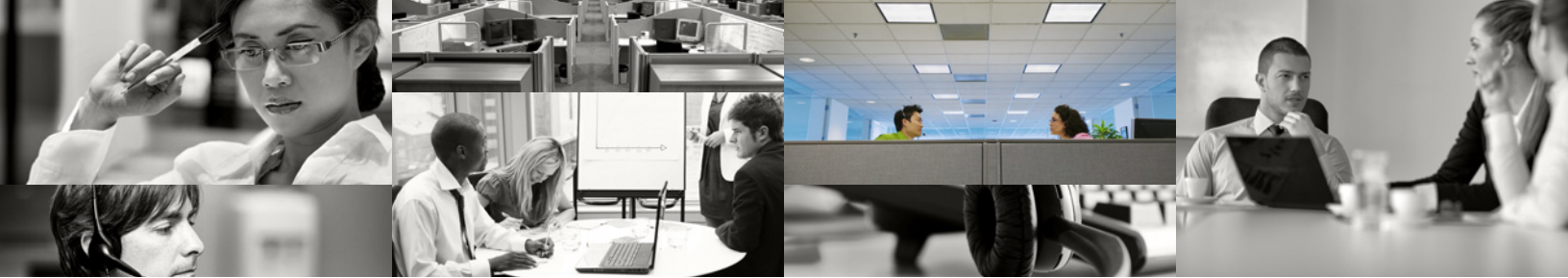
Most organizations measure their performance using averages against standard KPIs. The result? Typically, targets are met through the superior efforts of approximately one third of a call centre’s agents – while an equal number drag performance down. Targets are habitually set low to allow for this drag. This has the effect of lowering everyone’s performance because it removes incentive.

Orbit’s unique approach goes beyond averages. Our combined system of coaching and constant, actionable feedback identifies successful behaviours so they can be replicated throughout the organization. Unsuccessful behaviours are identified and corrected before problems develop into entrenched habits.

Typical Average Handle Time Distribution



An example of real-life AHT results versus target shows how many agents are not contributing, and just how far off the mark they are. Such spreads are typical.



HOW DOES IT WORK?

Orbit's comprehensive performance system is simple yet profoundly effective, due to the rigor we bring to each phase and the critical feedback loop that continuously evolves and improves every individual's performance, leading to a stronger team.

- Expert performance assessment and KPI priority setting
- Identification of performance gaps and key opportunities
- Drill-down to every individual's performance contribution
- Proven coaching methodology Achieve 7™ to define and engage employees
- Proprietary SaaS feedback platform
- Continual monitoring and refinement to optimize and sustain results.

Our clients see significant performance improvements in as little as 30 days.

Annual Financial Benefits From a 1% Improvement	
WORKFORCE OPTIMIZATION	
Occupancy	\$272,177
Schedule Compliance	\$225,000
FRONTLINE PERFORMANCE	
Average Handle Time	\$314,969
First Call Resolution	\$524,887
TOTAL	\$1,337,033

Note: Typical returns based on a 500 person contact centre at an average loaded salary of \$45/year.

Any system that relies on averages alone will give you average results. Where other systems leave money on the table, Orbit picks it up and puts it in your pocket.

GAINSHARE™

In these days of economic constraint, making performance initiatives affordable is imperative. We're so confident that our comprehensive performance system will make money for your organization, we've designed Gainshare, a pay for performance option that lets you pay for it from the profits you realize.

In short, it's a system that pays for itself.

“ With Orbit, we discovered that a small number of people were driving a disproportionate amount of our success – and we realized we could bring more of our agents up to that level by managing for individual performance. ”

VP, National Technical Service Delivery
Major telecommunications company

Contact us for a no-obligation demonstration.

Call 1-866-486-7248 or email us at demo@orbitgroup.ca

