



CX AND BUSINESS DEVELOPMENT TRAINING PROPOSITION

CONTACT CENTRE AND CUSTOMER EXPERIENCE EXPERTS



ABOUT US

About Us

[Omnichannel International](#) is a leading provider of contact center and customer experience management services. Aspiring to create path breaking advances in Business Process Outsourcing.

[At Omnichannel](#), we understand that the world has moved from the traditional brick and mortar to digital platforms. This means more pressure at Contact Centers as the major customer service channel. We provide you with Innovative, Agile and performance driven call center services to deliver measurable impact, and increased business value for clients.

Our Vision

To be a leading provider of Contact Centre, Customer Experience and Business Process Outsourcing Solutions.

Our Mission

Transforming business through innovative Contact Centre, Customer Experience and Business Process Outsourcing Solutions.

WE PROVIDE THE FOLLOWING SERVICES



1. Contact Centre Design, Setup and Management

- Inbound Call Services: Voice, Emails, Chats, Social Media, Chabot
- Outbound Call Services: Customer Retention, Telesales, Cross Selling, Up Selling and Customer Support

2. CX and Customer Journey Mapping

- Design and execute CX strategies
- Customer Journey and Service Designs
- Culture & Change Management
- Customer Research & Insights

3. Training and Development

- CC Agent Training
- Manager & Supervisor Trainings
- Executive/Corporate Trainers
- Train the Trainer Sessions
- Manage Culture and Change

4. Contact Centre and CX Technologies

- CC IT Infrastructure setup
- Integrate your CRM and Systems
- Integrate AICX Platforms
- ERP Setup & Configurations

5. BPO and Labour Outsourcing

- HR Labour Outsourcing
 - ✓ CC Agents outsourcing
 - ✓ Sales Agents outsourcing
- Technology Outsourcing

6. Sales and Marketing Services

- Sales Strategy Design
- Leads Generation & Contact Database
- Appointment Setting
- Service to Sales Strategies (S2S)
- Data and Analytics
- Sales Campaigns

WHAT WE DO FOR OUR CLIENTS

OMNICHANNEL INTERNATIONAL is a leading industry resource for improving contact center performance. Through real-world solutions led by a team of expert consultants, we help guide our clients to improve results and deliver value to their businesses. No matter your contact center's challenges and initiatives, OMNICHANNEL INTERNATIONAL is ready to partner with you to map out the best course of action, utilizing over three decades of industry experience and the best minds in the business.



WHY WE FOCUS ON CONTACT CENTRE TRAINING

- Successful customer service revolves around product and service knowledge. Through the Contact Centre, The Company is able to build knowledge about their products with customers.
- The contact Centre will also support COMPANIES to keep customers updated on initiatives that it is undertaking in a bid to improve customer experience as it is only through understanding the efforts being put, customers can reciprocate and appreciate.
- Furthermore, a contact Centre is able to assist COMPANIES to ensure all customers are aware of its customer service charter and this can be done through campaigns done through outbound calls and this will help in managing their expectations with COMPANIES.
- With technology revolution among customers where physical interaction is increasingly becoming minimal, COMPANIES can take advantage of the new communications channels in the market for example use of social media, web chat and emails to reach out to their customers in a bid to increase customer satisfaction. This can only be done through an effective Contact Centre.
- Through use of modern technology, from a well restructured Contact Centre, COMPANIES can frequently monitor customers' satisfaction real time after through SMS after visiting various touch point. In order to minimize dissatisfaction with complaints handling.
- The Contact Centre is not just a communication Centre, but also a strategic tool that will assist COMPANIES in strengthening the mechanisms existing in order to provide complaints resolutions on top of empowering staff to provide solutions at the appropriate level/touch points.
- There is need to recognize and reward values-centric behaviors. These behaviors can be accurately measured through the Contact Centre if it is well managed and redesigned to fit its purpose. This will give employees an opportunity to nominate co-workers who successfully live the COMPANIES values. Therefore, if any company wants to empower their employees, then it should also re-enforce core values in all communications through a well reengineered contact Centre.



SOME OF THE PROGRAMMES WE OFFER

1. Contact Center Management: Essential Skills & Knowledge
2. Workforce Management: Forecasting and Scheduling
3. Quality Assurance in Contact Center
4. More Than Metrics: Metrics Vs Key Performance Indicators (Balanced Scorecard)
5. Contact Center Strategy Design
6. Customer Engagement and Retention through Contact Center
7. More Than Just Technology: People Management
8. How to Start Your Contact Center without Breaking the Bank
9. Contact Centre & CX Service Standards (FCR, CSAT, QA, and Service Level)
10. Contact Center as a Revenue Generation Center
11. Back to Basics: Contact Center Fundamentals
12. More Than Just Technology: People Management
13. Contact Centre & CX Service Standards (FCR, CSAT, QA, and Service Level)
14. Contact Center Management: Essential Skills & Knowledge
15. Contact Center Structure and Operations
16. Contact Center as a Revenue Generation Center
17. Maximizing on Your Resources: The Power of Metrics and Data
18. Contact Center Strategic Objectives: Executive Workshop
19. Workforce Management Workshop
20. Leadership Development Program for Supervisor
21. Quality Assurance: Monitoring and Coaching
22. Contact Center and Customer Experience Technologies
23. Maximizing on Your Resources: The Power of Metrics and Data
24. Contact Center Strategic Objectives: Executive Workshop
25. Accelerate your Customer Experience: Effective Customer Service



OUR KEY TRAINING OBJECTIVES

- Better understanding the role of contact center in organizational strategic focus and direction.
- Improved customer engagement and service delivery.
- Improved agent morale through better understanding of contact center operations.
- Enhance efficiency and team work among contact center agents
- Build resilience and improve productivity among agents
- Improved escalation and complaint resolution among agents
- Better employee relations and understanding of each other's difference and contribution to service excellence

OUR EXPERTISE

- ❖ We offer training and learning lab that are tailored to provide solutions to help increase the productivity, performance and profitability of the manufacturing, transport, banking, trading, hospitality, oil & gas, insurance, banking, property and services related businesses and organizations.
- ❖ Our business trainings focus on 6 Key Areas:
 - ❖ Business Process Management and Re-Engineering
 - ❖ Training & Development
 - ❖ BPO Consulting
 - ❖ Team Building
 - ❖ Productivity Enhancement
 - ❖ Research & Assessment



TRAININGS WE HAVE HANDLED BEFORE

CLIENT NAME	TRAINING TOPICS	TEAM	YEAR
Avanti Africa	Contact Centre Team	Call Centre Management	2022
Give Directly	Contact Centre Best Practices	Call Centre Team	2022
Bamburi Cement	Soft Skills	Customer Excellent Advocates	2022
Liaison Group	Customer Service and Contact Centre Management	Customer Experience Team	2021
Clarkson Insurance Brokers	Sales Management	Insurance Sales Executives	2021
Uganda Revenue Authority	Change Management- Re-engineering Contact Centre Using Six Sigma Model	Special Projects Team	2021
Nation Media Group	Telesales and Digital Sales In the 21 st Century	Field Sales Team	2020
Sheer Logic Management Consultants Limited	Culture Change and Soft Skills	All Staff	2020
Airtel Kenya Networks	Fraud Management & Prevention	Customer Service Team	2020
Cooperative Bank	Induction, Customer Service	New Employees	2012-2015
Jamii Bora Bank (Kingdom Bank)	Contact Centre Management, Customer Experience, Customer Relationship Management	All Staff	2017
Popote Payments	Sales Transformation – Leads Management	Sales and Customer Service Teams	2018
D.Lights Solar/Silver Dean Group	Soft Skills/ Induction Program	Customer Service Team	2020
Oceans Creative Agency	Culture Change, Sales , Contact Centre management, Customer Service	Telesales Team	2018
Retail Pay	Sales, Softskills	Sales Team	2018



WHY WE ARE THE BEST FIT AND THE BEST VALUE

Industry Expertise & Experience

OCIL has consultants with over 30 years' industry experience, service expertise and innovative solutions driven by local professionals who understand your operational contexts and the specific challenges you might face.

Custom Capabilities

We offer personalized attention and solutions tailored to meet your specific needs, leading to a unique professional experience guaranteed to meet and exceed your expectations within your given budget..

Access to Unique Resources

Being the go-to source for call center consulting over the past 30 years, OCIL has accumulated an unmatched array of resources. Our vast research, technology, and world-renowned consultants are at our disposal during every project.



THE TEAM



JULIUS ODEMBA, CEO & DIRECTOR, FINANCE & STRATEGY (OVER 20 YEARS EXPERIENCE)

Julius is the current Omnichannel Team Leader. He has over 18 years' experience in the service industry.

He holds a Master's Degree in Strategic Management from University of Nairobi. He also holds a Bachelor of Science degree from JKUAT and a higher National Diploma from Kenya Institute of Management. Omnichannel is blessed with amazing talent from some of the best brands in the continent. Unlike most brands that hire unexperienced staff to handle such assignments, Omnichannel brings the top talent in its raw form.

Julius Odemba has been responsible for designing, developing, installing and running effective Contact Centers in several Blue-chip organizations – Safaricom limited, Co-operative bank, Standard Chartered, Liberty Group and Eco bank Group where he is currently in charge of 34 countries



THE TEAM



MOSETI BENARD MIRERI, DEPUTY CEO & DIRECTOR, MARKETING & BUSINESS DEVELOPMENT (OVER 15 YEARS EXPERIENCE)

At Omnichannel International, Benard is the lead consultant in the contact center business. He has been in the service industry and customer service environment for more than 10 years.

Bernard has worked in the banking sector gaining extensive experience in customer relationship management, Contact center management and business consultancy. As a banker, he has conducted much training which included but not limited to developing, designing, planning and implementing contact centres from scratch and training programs.

Bernard holds a Master of Business Administration from Kenyatta University, and Bachelor of Education degree from University of Nairobi. He is a certified Trainer of Trainers. Benard is also currently undertaking a higher diploma in Human Resource Management from Kenya Institute of Management.



THE TEAM



MESHACK MUSAU MUTUA , DIRECTOR, TECHNOLOGY & SHARED SERVICES (OVER 10 YEARS EXPERIENCE)

Meshack is the director of technology at Omnichannel International managing the overall company infrastructure, new businesses that require call center deployments and running with business innovation strategy.

He has over 5 years' experience in Information Technology and has worked at Faulu Microfinance Bank, Jamii Bora Bank and Sanlam Kenya PLC (Insurance & Investments). In all these organizations, he has been in charge of ICT Infrastructure and spearheaded development and running of functional call center systems, company wide network infrastructure, server farm setup and building a service desk CRM that cuts across the organization to give the top management a few of customer journey and the pain points thereof.

Meshack has a bachelor's degree in Information Technology, ITIL, MCSA Certified, MCITP Certified, Project Management Certified and currently undertaking a Post graduate diploma in Innovation & Design Think and Digital Transformation.



THE TEAM



BERNARD OGOLLA , TRAINER & HEAD, OPERATIONS & BUSINESS DEVELOPMENT (OVER 6 YEARS EXPERIENCE)

Bernard Ogolla is the Head of Operations at Omnichannel International Limited. As a Contact Centre professional, he has over 6 years of experience in customer service, and his expertise lies in successfully enhancing customer response strategies, innovating new processes, and managing overall customer service functionality to maximize loyalty, productivity, and growth to surpass expectations.

Throughout his career, he has developed and led staff training programs, supervised workforce and performance analysis, and directed strategic projects and initiatives to accelerate revenue growth while ensuring operational efficiency.

Additionally, he is great success in coaching and leading customer-centric teams in client service. He has previously worked at Standard Chartered bank among many other institutions.



SOME OF OUR HAPPY CLIENTS IN CC & CX SOLUTIONS



A Subsidiary of KCB Group PLC





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