



AN EVIDENCE-LED PRACTICE

Dreng Consulting

FOR CONTACT CENTER OPERATIONS

Veteran-Owned Texas LLC

SOS File No. 806629550

Midland, Texas

Aligning the contact center to the outcomes that matter, and building the people who deliver them.

Process serves outcome. Outcome serves purpose. Handle time, resolution, and satisfaction are won on the floor, by people who are trained well, supported well, and pointed at the same goal. We align the work to the outcomes that matter, redesign the workflows that slow it down, and build the agent capability that cuts ramp time and turnover.

We work at the performance, process, and people layer. Your telephony, workforce-management, and platform decisions stay with your technology team. We bring the alignment, process, and capability discipline that makes those tools actually pay off.

I. THE LEADERSHIP

Nathan E. Chambers, M.S.

ORGANIZATIONAL PERFORMANCE & LEARNING

Building agent capability, onboarding, and coaching that cut ramp time and turnover. Author of *The Relationship Factor* and *A Practitioner's Guide to Instructional Design*.

Sean W. Chambers

ORGANIZATIONAL STRATEGY & ALIGNMENT

Aligning the floor, operations, and leadership to the same goals and the outcomes that matter. Author of the forthcoming *Outcomes Over Processes*.

II. WHERE WE WORK

Workforce Capability & Learning Design

When ramp time is long, turnover is high, and training is not changing behavior on the floor.

Performance & Quality Diagnostics

When the scorecard is full but resolution and satisfaction still lag.

Process & Workflow Redesign

When agents fight the process instead of the customer's problem.

Strategy-to-Execution Alignment

When the floor's targets and the organization's goals are not the same number.

Coaching & Frontline Leadership

When supervisors manage the metrics but do not develop the people.

III. THE DRENGR CREED

Process serves outcome.

A process that produces the wrong result is a liability to redesign, not an asset to optimize.

Outcome serves purpose.

An outcome disconnected from the organization's purpose is a number on a dashboard, not success.

Evidence before opinion.

Recommendations are tested against facts first. The standard applies to our own work before anyone else's.



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Engagements begin with a conversation, not a form.