

Hidden Barriers to Successful Software Implementations & How to Overcome Them

You gather your team and announce plans for a new contact center software solution, but you’re met with blank stares.

If you could get inside their heads, here’s what you might find:



FEAR “Oh, no, here we go again! The last time we implemented new software, it was a nightmare. What we had was working fine.”

ANXIETY “Will this new technology increase demands and/or put my job at risk? How is my team going to take this?”

CONFUSION “They went through that so fast and I don’t really know what’s expected of me.”

INDIFFERENCE “There’s really nothing in this for me, so why should I care?”

ANNOYANCE “Even though my staff will be directly affected, no one asked me about how to best implement and train my team.”

A strong communications plan will help you overcome these hidden barriers. **Components should include:**



WHO

Identify key stakeholders who are integral to the project’s success.



WHY

Explain the reasons behind the change and what you hope to achieve, taking into account the goals, mentalities and potential questions of your key stakeholders.



WHEN

Build a timeline for communications that will take place before, during and after the implementation.



WHAT

Outline how you will communicate with each of your internal stakeholder groups about training and implementation, and the best ways to deliver the information.



Want to learn more about strategic communications planning and other change management tools to improve your contact center operations? ShoreTel’s Contact Center Optimization services can help. Our experienced team of consultants and partners can serve as a strategic resource to help you take a holistic look at business and contact center operations. Contact us today.

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