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CONSUMER CORE SOLUTIONS, LLC

Productized Engagements

Three engagements. Three different problems.

Fixed fee. Clear timeline. Real deliverables.

The CS Audit tells you what's broken. The QA Program Build gives your supervisors a consistent yardstick. The Training Program Build builds your bench from scratch.

ENGAGEMENT 1 · DIAGNOSE

Customer Service Audit

A 3-week diagnostic. Written report with prioritized recommendations.

\$2,500

Fixed fee · 3-week turnaround · 50% on signing, 50% on delivery · Net 15

Right fit if

- You inherited a CS team and want an outside read on what's working
- CSAT or NPS is drifting and you can't pin the cause
- Churn is up; your gut says service but you need evidence
- You're planning your annual budget and want to know what's worth investing in
- You have no formal customer service program in place yet

What's included

- Operational data review (CSAT, NPS, FCR, AHT, volume by channel)
- Team interviews (3–5 stakeholders)
- Customer voice analysis (verbatims, surveys, complaint patterns)
- Process and ticket sampling — what's it like to be a customer?
- Written diagnostic report with prioritized recommendations
- Executive presentation walking through findings
- 90-day action roadmap

Timeline

Week 1	Discovery, data request, stakeholder interview scheduling
Week 2	Data analysis, customer voice review, mystery shopping (if applicable)
Week 3	Report drafting, internal review, executive presentation

ENGAGEMENT 2 · BUILD

QA Program Build

A 4-week engagement that designs, builds, and hands off your QA program.

\$4,500

Fixed fee · 4-week turnaround · 50% on signing, 50% on delivery · Net 15

Right fit if

- You have 5–50 customer service agents and no formal QA program (or a stale one)
- Supervisors are coaching from gut, not from a rubric
- Scores swing wildly depending on which evaluator is grading
- Compliance violations occasionally slip through with no auto-fail discipline
- You want a program your QA Lead can own — not an outside vendor billing forever

What's included

- Customized 20-item QA scorecard with rubrics and calibration anchors
- Monthly calibration meeting protocol
- Two facilitated calibration sessions during the engagement
- Coaching framework with supervisor reference card
- Reporting dashboard structure in your tooling
- 30/60/90-day implementation playbook
- Train-the-trainer handoff to your QA Lead

Timeline

Week 1	Discovery, contact-mix review, scorecard design
Week 2	Calibration protocol + first facilitated calibration session
Week 3	Coaching framework + reporting dashboard structure
Week 4	Second calibration session + train-the-trainer + handoff

ENGAGEMENT 3 · BUILD

Training Program Build

A 6-week engagement that designs, builds, and hands off your training program.

\$5,500

Fixed fee · 6-week turnaround · 50% on signing, 50% on delivery · Net 15

Right fit if

- You have 5–50 customer service agents and you're hiring
- Onboarding is ad-hoc or built around 'shadow Sarah for two weeks'
- There's no clear definition of 'good' at each tier
- Time-to-productive is 60+ days when it should be 30
- You have an internal trainer who could run a program — they just don't have time to build one

What's included

- 30-day modular new hire onboarding curriculum (10 modules)
- Tier-progression framework (tier 1 through senior specialist)
- Module-level assessment rubrics + certification process
- Train-the-trainer materials + facilitator guides + prep checklists
- Completion-tracking and reporting templates
- Live train-the-trainer session with your internal trainer
- 60/90-day implementation playbook

Timeline

Week 1	Discovery · curriculum framework · tier progression model
Weeks 2–3	Module-by-module curriculum build with iterative review
Week 4	Tier framework + assessment rubrics + certification
Week 5	Train-the-trainer materials + facilitator guides + reporting
Week 6	Train-the-trainer session + cohort pilot (if timing fits) + handoff

HOW TO PICK

Which engagement is right for you?

Three questions. First yes wins.

1. Do you know what's broken?

If no — start with the **CS Audit** (\$2,500, 3 weeks). The audit's recommendations tell you which build (if any) makes sense next.

2. Are supervisors coaching from gut, not data?

If yes — start with the **QA Program Build** (\$4,500, 4 weeks). Calibrated scorecard, calibration discipline, coaching framework, owned by your QA Lead after handoff.

3. Is onboarding "shadow Sarah for two weeks"?

If yes — start with the **Training Program Build** (\$5,500, 6 weeks). 30-day onboarding curriculum, tier progression, certification, internal trainer ready to run cohorts.

Bundle pricing

Bundle	Components	Price
Audit + QA	\$2,500 + \$4,500	\$6,500 (save \$500)
Audit + Training	\$2,500 + \$5,500	\$7,500 (save \$500)
All three	\$2,500 + \$4,500 + \$5,500	\$11,000 (save \$1,500)

Not sure which fits? 30-min discovery call. No pitch, no commitment.

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