

HOW TO EFFECTIVELY DEAL WITH

bot·tle·neck

/'bɑ:dl̩,nek/

1. a point of congestion or blockage, in particular

WHEN DOES A BOTTLENECK OCCUR?

A bottleneck occurs when there is a point in your processes that slows or stops a given workflow. These can occur for any reasons, but identifying and remedying these bottlenecks can be vital to the success of your processes.



Symptoms of Bottlenecks

- long wait times
- backlogged work
- high stress levels
- consistent, missed deadlines
- recurring process delays

TYPES OF BOTTLENECKS

It is possible to classify the majority of bottlenecks into one or more of these types.



TIME BASED

LONG TERM BOTTLENECKS

Issues that occur often

- i.e. A regular report is always late because creation of the report is highly manual & time consuming.

SHORT TERM BOTTLENECKS

Temporary in nature

- i.e. A team member is out sick but is the only person who is able to complete the work & is a hold up to the entire process.



TYPE BASED

PEOPLE BOTTLENECKS

Time it takes to perform an action

- i.e. A person taking longer than they should performing a given action.

SYSTEM BOTTLENECKS

Process related slow downs

- i.e. The system that provides a given report that is required to move to the next step is has a process error.

HOW TO TREAT

CHURNZERO



Long-term

What is causing the delay in process?

People

System



People



Short-term

What is causing the delay in process?

People

System



System

While there are many reasons that could create a people bottleneck, ChurnZero can provide Alerts to show where each of your team stands with their customers and their engagements.

While there are many reasons that could create a system bottleneck, ChurnZero can provide automation in the form of Plays and Journeys to alleviate repetitive, manual processes that occur.