

SMART Goals

Goal One

SMART Goal One: “ Cisco Unified Communications Manager (CUCM) Project implementation will raise the customer retention rate by 40%, decrease the number of delayed visits from 30% to 10% after 2 months of launch, attract new customers by 5% every quarter and 20% by the end of the year, and train the team within 30 days to improve the organization, so El Manara Group will be in the top five in the marketplace inside Egypt.”

Goal Two

SMART Goal Two: “El Manara Group will hold weekly progress review meetings with 100% team attendance for the next 7 months to enhance communication and align on project milestones.”

Goal Three

SMART Goal Three: “ El Manara Group will raise the call center agents' proficiency to 95%, the technical support proficiency to 98 % by the end of the project, and IT engineers to be aware of the system to handle any future issue by 99%. This will be by providing strong training sessions to 100% of the team.”

Goal Four

SMART Goal Four: “ El Manara Group will Track The Performance of everything related to customer calls by extracting 99% accurate customer call reports in the next 7 months.”