

# Discovery

*Uncover root issues. Align your teams. Identify your biggest opportunities.*





# What to Expect During Discovery

Every successful engagement starts with a deep understanding of where you are today – and what's holding you back. In this phase, we listen, analyze, and align. You'll walk away with clarity on your current-state challenges, stakeholder needs, and what outcomes are most valuable to your business.

# How We Work



## **Initial Consultation (30–60 mins):**

A focused discovery session to define your goals, current state, and performance concerns. We'll align on key metrics and clarify where DDI can make the greatest impact.



## **Stakeholder Interviews:**

We engage key functions – Ops, IT, Finance, HR, WFM, CX – to capture a 360° view of operational reality, collaboration gaps, and business priorities.



## **Audit & Current State Review:**

Whether it's your GTM strategy or contact center platform, we review tools, processes, performance data, and workflows to establish a baseline.

# Deliverables May Include



- Discovery summary and opportunity map
- Stakeholder matrix and alignment notes
- Audit findings: WFM maturity, sales process gaps, vendor landscape
- Initial roadmap options or engagement plan

# Why It Matters

The Discovery phase prevents false starts and makes the rest of the engagement faster, sharper, and more aligned to your goals. We surface the right problems early – so we solve the right ones later.

## **Prevent False Starts**

Identify the right problems before investing resources in solutions.

## **Faster Engagement**

Build momentum with a clear understanding of your current state.

## **Goal Alignment**

Ensure all stakeholders are working toward the same outcomes.