



COMPANY NAME

SAMPLE



Report ID: nxxx



7/13/2016

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The **SOURCE** for Contact Centers

Our Experts



Bruce Belfiore

**Senior Research Executive
& Chief Executive Officer
BenchmarkPortal**



Senior Consultant

**Certified Auditor
Subject Matter Expert (SME)
BenchmarkPortal**

Founder



DR. JON ANTON

Former Adjunct Professor
Purdue University

Center for Customer-Driven Quality



THE CENTER FOR
CUSTOMER
DRIVEN
QUALITY



Our Database

- Collecting Contact Center data since 1995
- Largest Call Center Performance database in the world
- Thousands of members in our community
- Forty-Eight Industry Sectors
- Awarded US Patent # 6877034

BenchmarkPortal maintains the call center database, which is a warehouse of call center best practice statistics on thousands of call centers in 48 industry segments. This performance data is kept current and accurate, and is used by call center professionals worldwide to establish goals for best practice call center performance.



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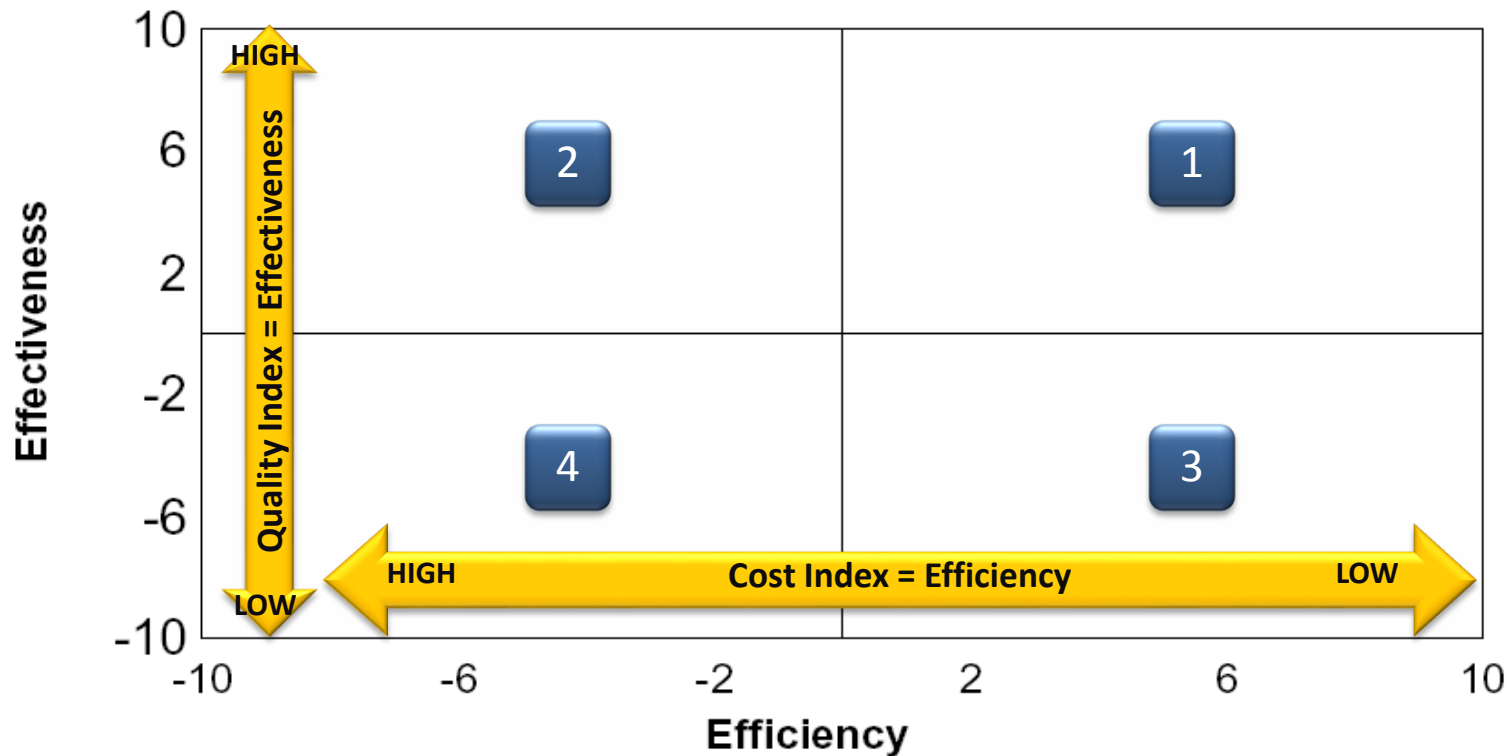


Management's Best Path
to a World Class Quality
Customer Service Center



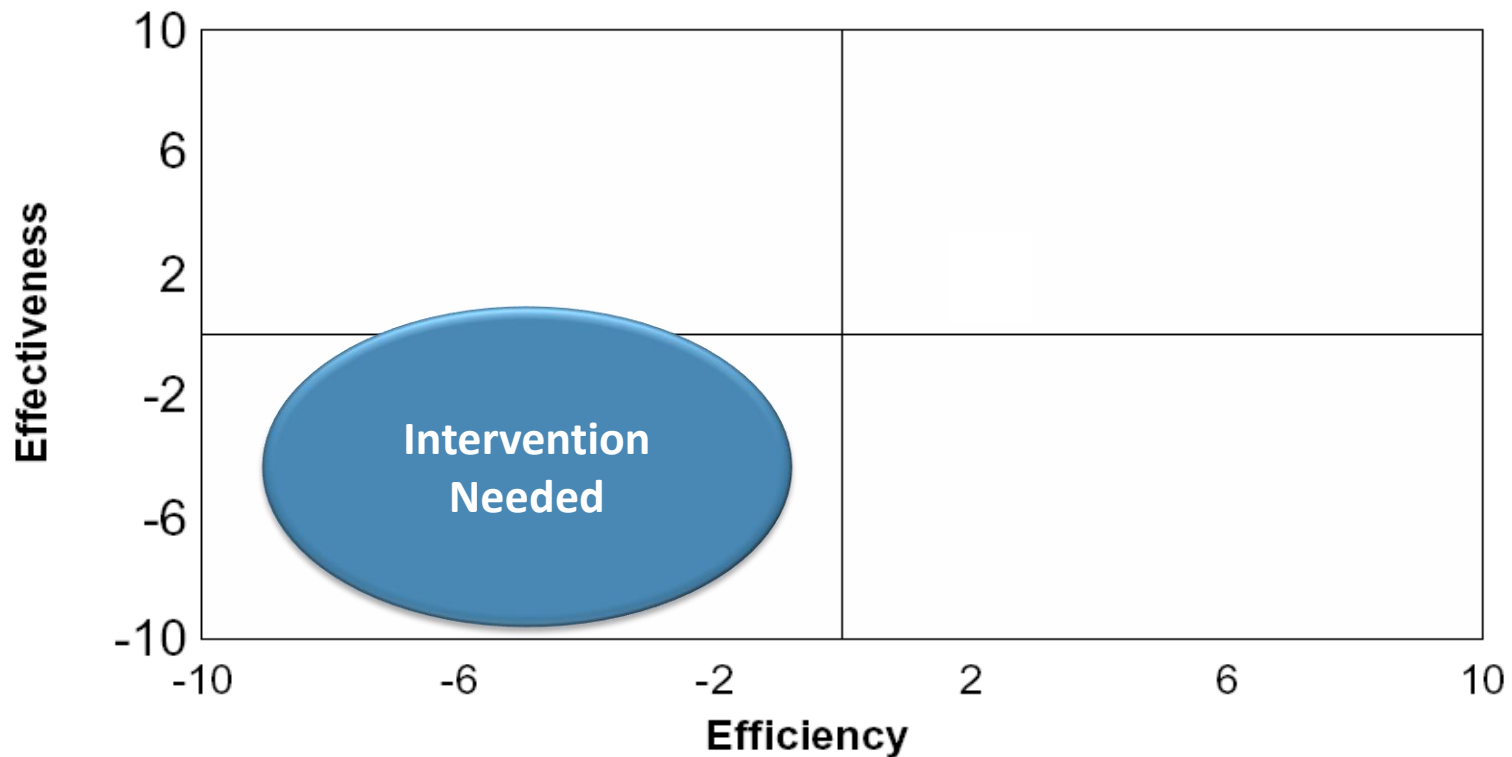
Performance Matrix

Where do you think you are today?



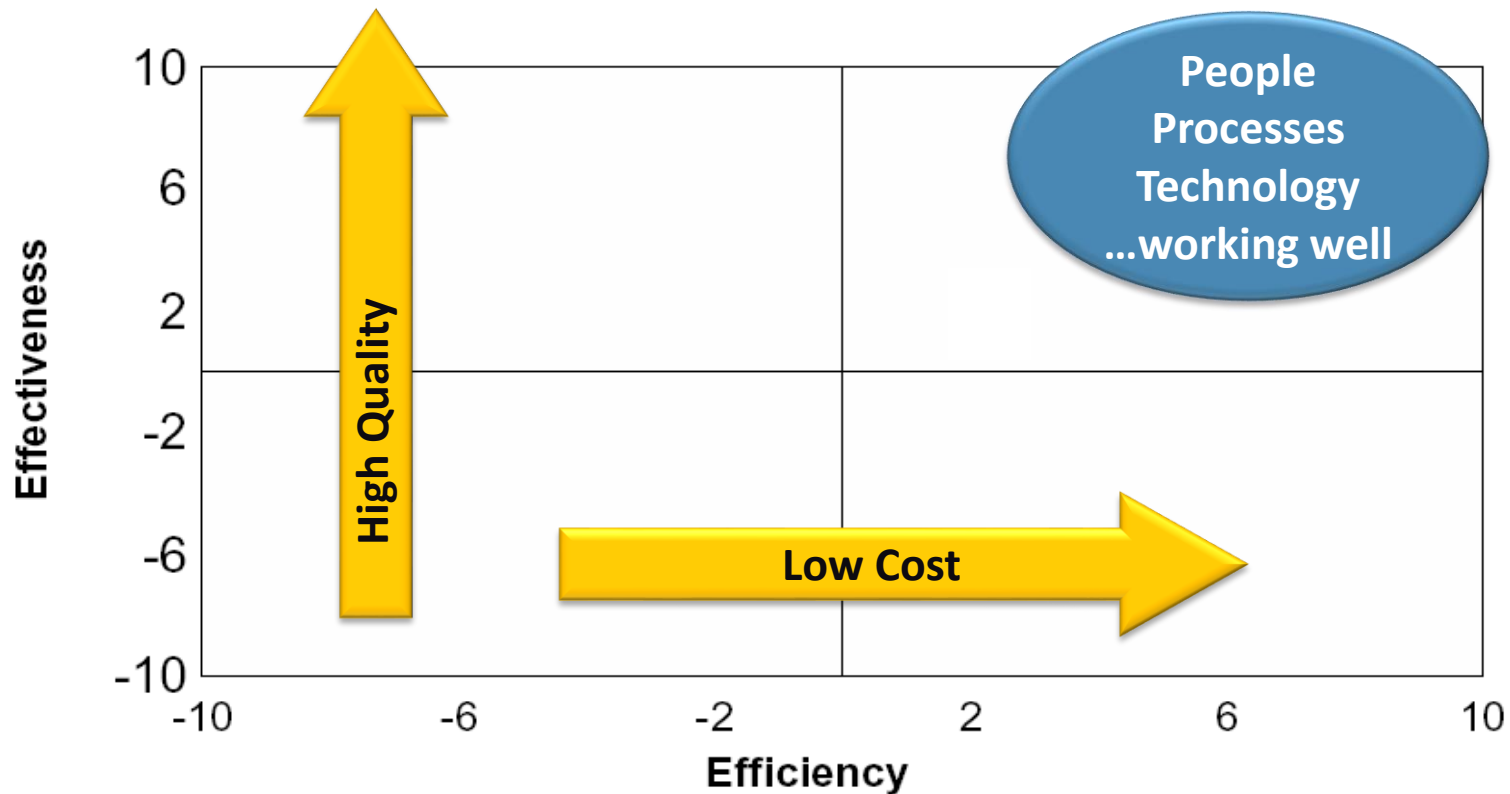
Performance Matrix

The “real” challenge is “balancing caller satisfaction AND cost”

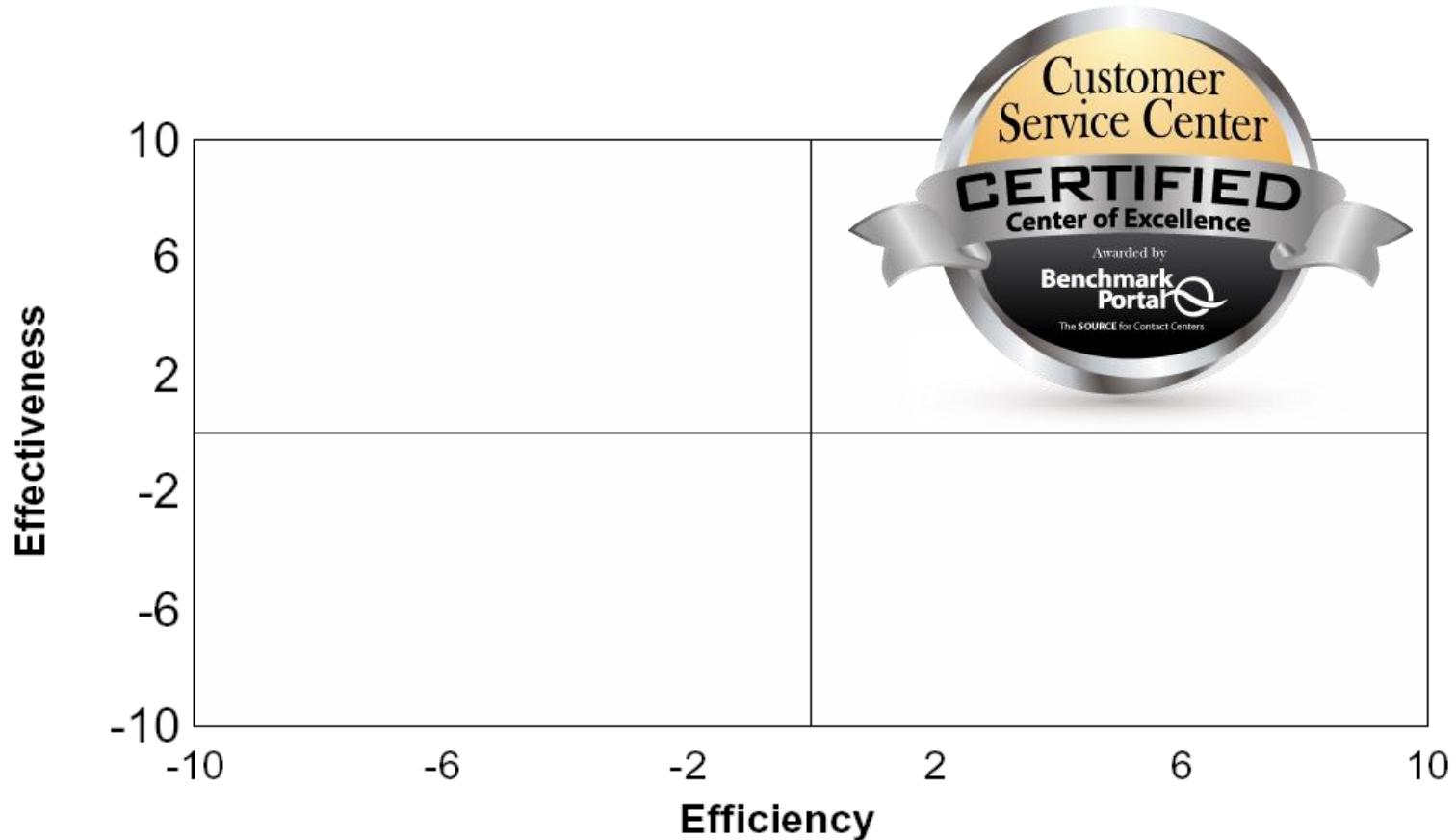


Performance Matrix

The “real” challenge is “balancing caller satisfaction AND cost”



Center of Excellence



Contact Center™ Benchmark Report

SAMPLE COMPANY

Principal Investigator
Bruce Belfiore
Senior Research Executive

John Chatterley
Director, Research & Analysis

David Raia
Senior Research Analysis

Alan Pottkotter
Director of IT

CONFIDENTIAL INFORMATION

Name:

City:

Company:

State:

E-mail:

Country:

Phone:

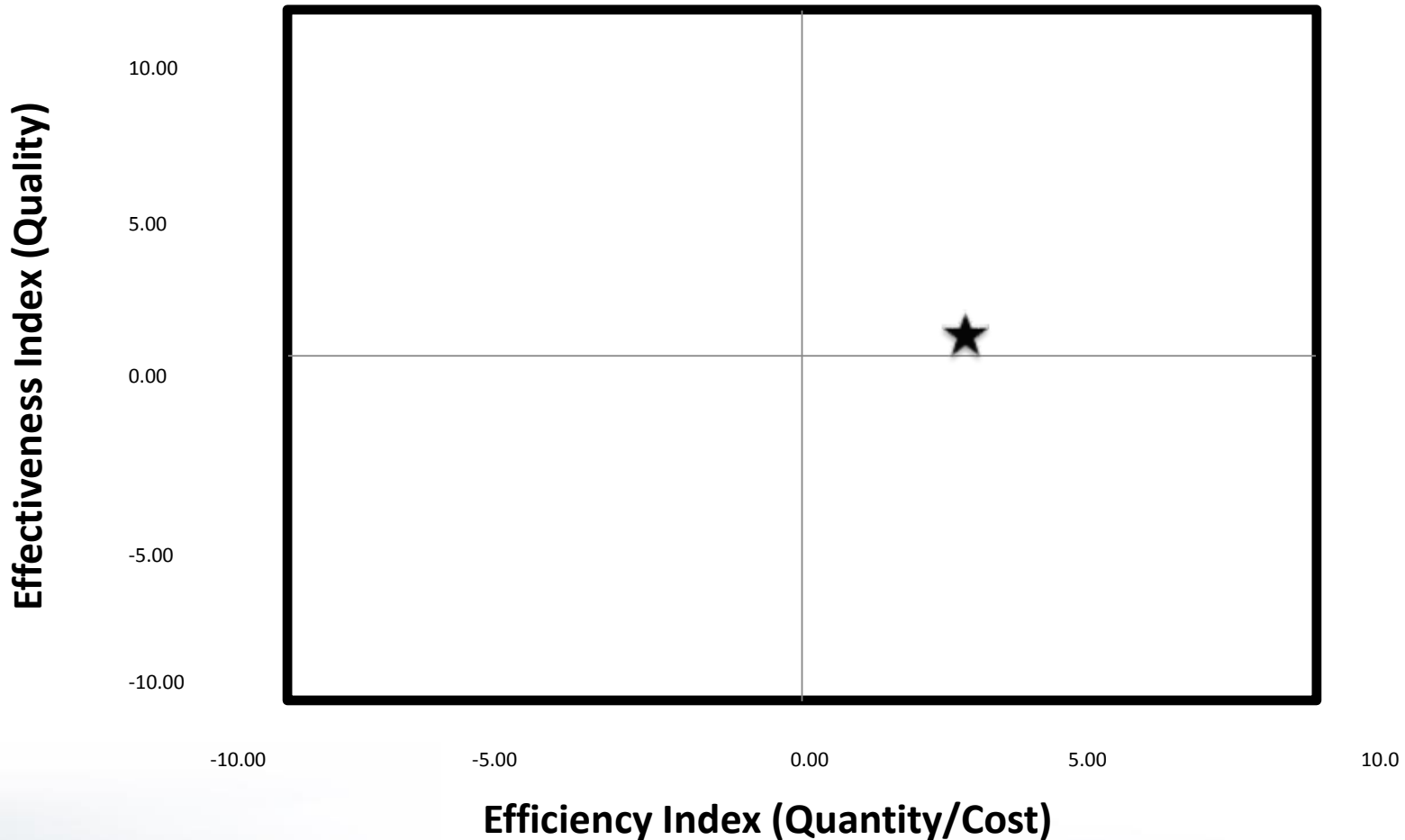
Industry Sector:

Insurance - Health

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Voice Channel - Performance Matrix

The challenge of every contact center manager is to balance the quality and quantity of inbound calls handled. The patented BenchmarkPortal processes include the Performance Matrix. The Performance Matrix combines quantity KPIs on the x-axis, i.e., metrics like calls/agent/hour, average talk time, agent utilization and the like (see Section III) with quality KPIs on the y-axis, i.e., metrics like average speed of answer, time on hold and the like (see Section IV)



** Star position is based upon the accuracy of data you provided. Missing metrics will decrease the accuracy of your star position.*

Goal

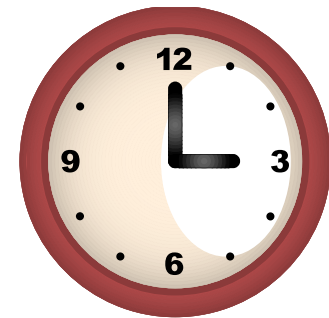
Our Goal today is to discover how you can improve!



INCREASE
Effectiveness

BRAND

Your Center



MAXIMIZE
Efficiency

SAVE

Time & Money

Annual Budget Estimate

FTE	Yearly Budget
39	2,818,477



Estimated budget includes all salary, benefits, support staff to the center, technology, phones, desktop apps, training, external resources, facilities, and other costs to run a center like yours.

Call Center Classification Metrics

Metric	Your Value	Industry Average
Inbound Calls Offered	1,270,920	1,724,501
Annual Inbound Call Volume Handled by Agents	614,425	1,339,909
Annual Inbound Call Volume Handled by the IVR	646,911	331,031
Percent Business to Business	67.00%	35.84%
Percent Consumer to Business	33.00%	64.16%
Organized Labor (Union) -Yes	N/A	15.22%
Organized Labor (Union) -No	Y	84.78%
Full-Time Agents	39	115
Part-Time Agents	0	2

Metric	Your Value	Industry Average
Respond to Inbound Calls	94.80%	80.65%
Initiate Outbound Calls	0.00	8.03%
Respond to E-mail	4.10%	3.02%
Respond to On-line Web-chats	1.10%	0.58%
Other	0.00	7.72%

To compare a call center's performance to its peers in the same industry, it is useful to have basic statistical information regarding volumes and agent numbers and costs. This slide exhibits these classification metrics.

Effectiveness

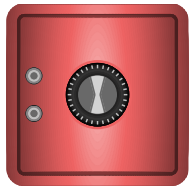
Quality Metrics... These make up the Y axis.



Effectiveness Key Performance Indicators

The table below contains six KPIs indicative of the call center's effectiveness (quality). Statistics shown include your value, the industry average as provided by our database and the positive or negative gap for each KPI.

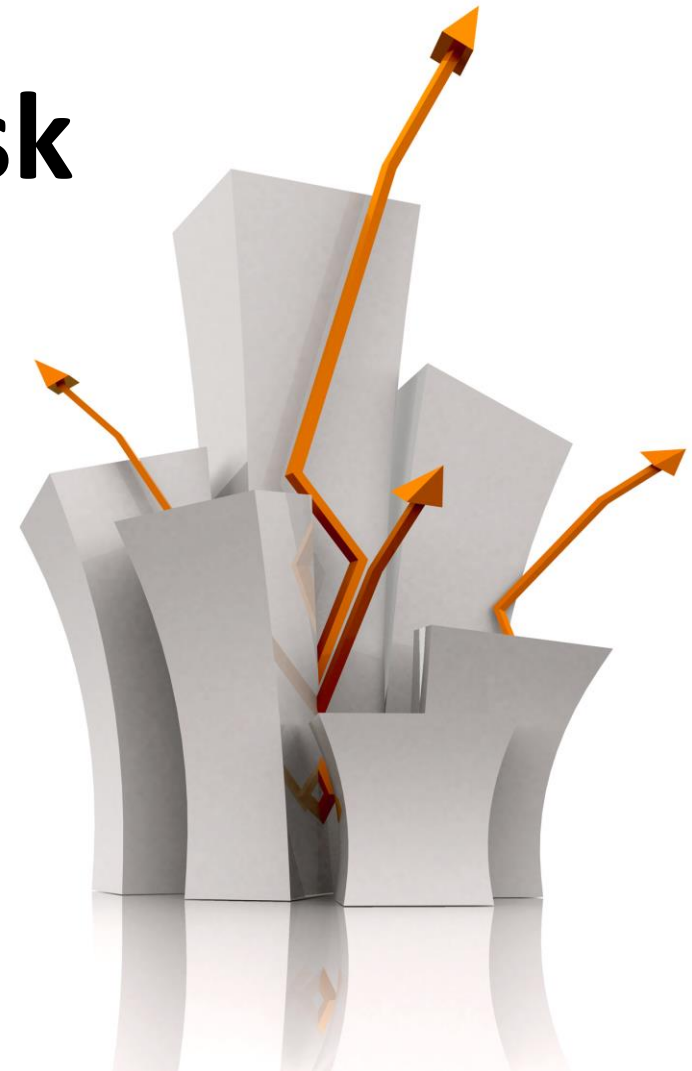
Metric	Your Value	Industry Average	Gap
Top Box Customer Satisfaction in Percent	68.45%	68.15%	0.30%
Bottom Box Customer Satisfaction in Percent	3.23%	2.06%	-1.17%
Top Box Agent Satisfaction in Percent	45.70%	40.75%	4.95%
Bottom Box Agent Satisfaction in Percent	8.60%	2.24%	-6.36%
Inbound Calls Closed on First Call in Percent	99.67%	91.03%	8.64%
Inbound Calls Average Speed of Answer in Seconds	25.00	39.61	14.61
Inbound Calls Transferred in Percent	3.75%	8.82%	5.07%
Average Hold Time Inbound Calls in Seconds	72.00	96.90	24.90
Average Time in Queue Inbound Calls in Seconds	25.10	61.05	35.95
Average Inbound Calls Abandoned in Percent	1.00%	3.21%	2.21%



Revenue at Risk

What could a 1% gap in caller satisfaction cost you in terms of revenue?

[Orange bar]	
call volume	1,270,920
1% Savings	12,709
estimated* value of call	\$120
Total Savings	\$1,525,104



****Note: This example is taken from a cross-industries sampling. Your actual call value must be calculated and used for your individual center.***

Possible Root Causes

- ⌚ Call routing and service level issues
- ⌚ First Call Resolution
- ⌚ Agent training
- ⌚ Knowledge management / CRM
- ⌚ SME availability
- ⌚ No immediate caller feedback to the agent
- ⌚ Ineffective or insufficient agent coaching



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Cost of Gap Estimate

What is the cost of a gap in Agent Satisfaction?

4.95%

1. Lower agent satisfaction can result in higher turnover*
2. Lower Agent Satisfaction can result in Lower Customer Satisfaction*



**Can be quantified with Custom Analysis, where applicable*

Possible Root Causes

- ❖ Poor agent selection process
- ❖ Deficiencies in training and/or “nesting”
- ❖ Frustration with lack of Empowerment or tools
- ❖ Pressure resulting from under-staffing
- ❖ Poor relationships with supervisors
- ❖ Punitive call quality monitoring/coaching
- ❖ Perceived inadequate compensation
- ❖ Lack of incentives & appreciation strategies
- ❖ Lack of a clear career track
- ❖ Poor communications & organization



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Cost of Gap Estimate

What is the cost of a gap in Calls Closed on First Call?

8.64%

\$ N/A

Additional calls are transferred in your center annually. Assuming this doubles the length of the call, the estimated* gap cost is approximately

\$0



**Gap x Annual Agent Handled Call Volume x Estimated Cost Per Call*

Possible Root Causes

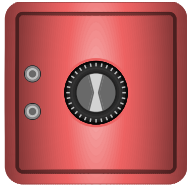
- ⦿ Inadequate training of front-line Agents
- ⦿ Lack of or inadequate skills-based routing
- ⦿ Lack of available SMEs
- ⦿ Inadequate FAQ self-service in IVR
- ⦿ Dead air time (queue, hold) causing abandons
- ⦿ Inadequate knowledge management systems
- ⦿ Poor communication of updates from other departments (marketing initiatives, new products, upgrades, etc.)
- ⦿ Poor leveraging of social media information



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Revenue at Risk

What is the cost of a gap in Average Speed of Answer?

14.61

\$ N/A

Cost may be expressed in terms of:

- customer loyalty
- future sales
- caller satisfaction metrics

*Average Speed of Answer directly
relates to Abandon Rates*



Possible Root Causes

- ❖ Sub-optimal WFM technology: either forecasting, schedules and staffing
- ❖ Poor adherence to schedules
- ❖ Break management
- ❖ Restricted access to FAQ information (SME or Knowledge Management tools)
- ❖ Absence of timely monitoring & coaching
- ❖ Desktop application issues: too many/too slow/navigation problems...



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Cost of Gap Estimate

What is the cost of a Gap in Transfers?

5.07%

\$ N/A

Additional calls are transferred in your center annually. Assuming this doubles the length of the call, the estimated* gap cost is approximately

\$0



**Gap x Annual Agent Handled Call Volume x Estimated Cost Per Call*

Possible Root Causes

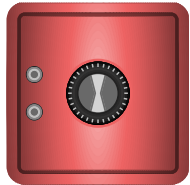
- ❖ Improper routing and/or distribution of calls (technology, processes)
- ❖ Incomplete agent product knowledge
- ❖ Inadequate access to SMEs for assistance
- ❖ Inadequate knowledge management/ CRM systems
- ❖ Lack of visibility to other department's systems
- ❖ Failure to integrate frequently escalated questions into tier one training updates.



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Revenue at Risk

What is the annual cost of a gap in Hold Time?

24.90

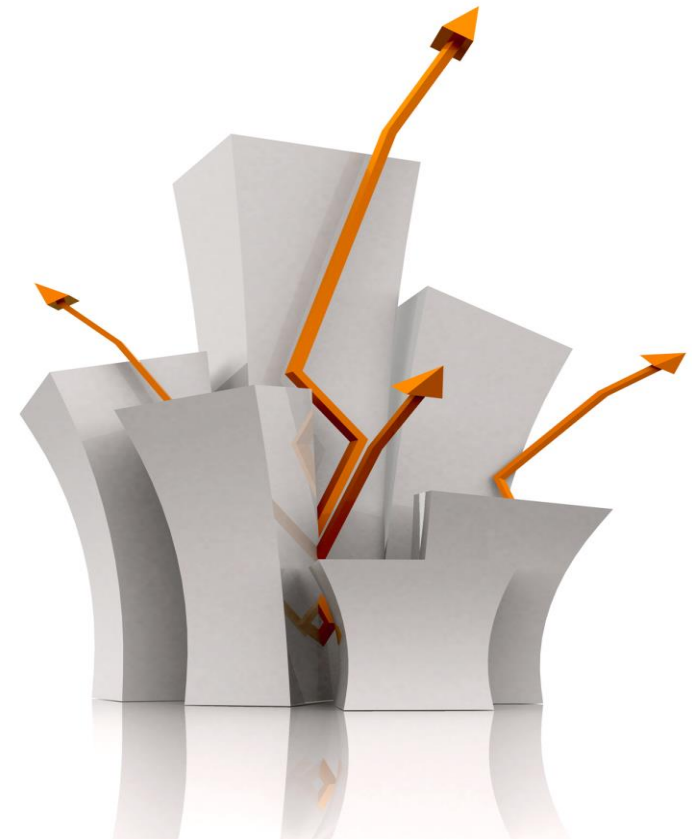
Additional Costs* may be incurred:

- Wasted agent time
- Customer satisfaction metrics
- Customer loyalty and future sales

-\$N/A

Must be calibrated by:

- Percentage of calls put on Hold
- Impact on First Call Resolution Rate



**Can be quantified with Custom Analysis*

Possible Root Causes

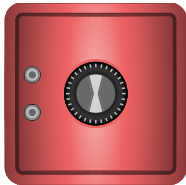
- ❖ Sub-optimal routing or distribution of calls
- ❖ Incomplete or ineffective product knowledge
- ❖ Access to SMEs for assistance
- ❖ Improper use of Hold vs. ACWT
- ❖ Ineffective call recording/monitoring/coaching
- ❖ Desktop navigation issues in “Search mode”
- ❖ May relate to First Call Resolution metrics



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Revenue at Risk

What is the annual cost of a gap in Time in Queue?

35.95

\$ N/A

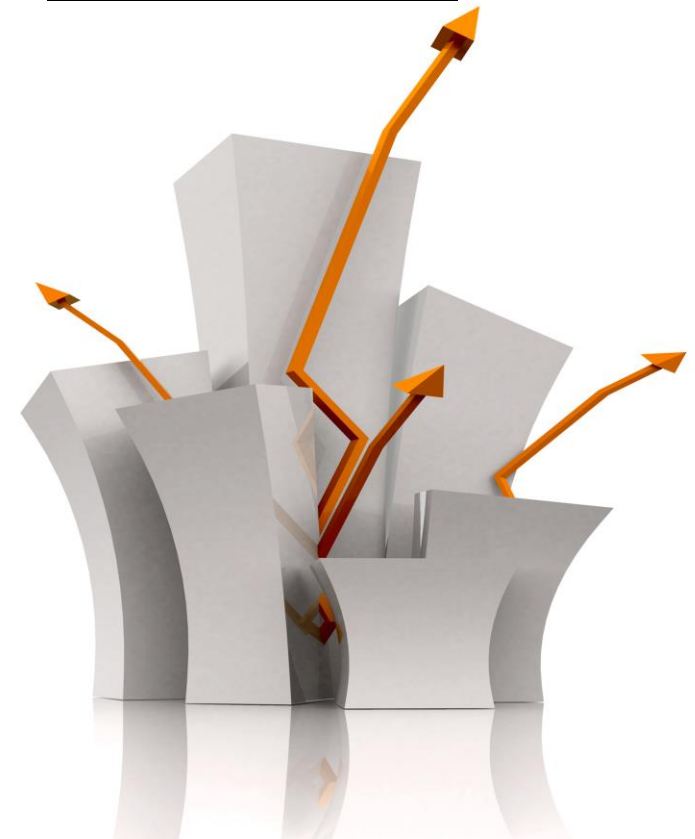
Additional Costs* may be incurred:

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- Customer satisfaction metrics
- Customer loyalty and future sales

Must be calibrated by:

- Percentage of calls put on Hold
- Impact on First Call Resolution Rate

**Can be quantified with Custom Analysis*



Possible Root Causes

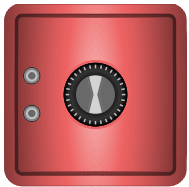
- ❖ Missing or Inadequate skills-based routing
- ❖ Sub-optimal workforce management
- ❖ Poor adherence to schedule
- ❖ Poor access to SMEs for assistance
- ❖ Lack of monitoring & coaching on call closure
- ❖ Desktop CRM issues: too few / many, slow navigation...
- ❖ Insufficient staffing



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Revenue at Risk

What is the cost of a gap in Calls Abandoned?

2.21%

\$ N/A

- Does your business have Customer Retention issues?
- How many of your Abandoned calls don't call back?
- Did you know you can you estimate* your average revenue or profit per lost customer?



****Can be quantified with Custom Analysis***

Possible Root Causes

- ⌚ Long answer times due to:
 - ⌚ Improper forecasting/scheduling
 - ⌚ Poor adherence to schedule
 - ⌚ Poorly managed breaks
 - ⌚ Lack of call-back option where needed
- ⌚ Ineffective Wait time messaging
 - ⌚ Poorly constructed IVR
 - ⌚ Confusing/incomplete menu
 - ⌚ Uninteresting/annoying messages/music
 - ⌚ Poor audio quality



Efficiency

Cost Metrics... These make up the X axis.



Efficiency Key Performance Indicators

The table below contains six KPIs indicative of the call center's efficiency (quality).

Statistics shown include your value, the industry average as provided by our database and the positive or negative gap for each KPI.

Metric	Your Value	Industry Average	Gap
Inbound Calls per Agent per Hour	10.40	7.32	3.08
Cost per Inbound Call in Dollars	\$2.12	\$6.05	\$3.93
Average Inbound Call Talk Time in Minutes	3.31	4.86	1.55
Average Inbound After Call Work in Minutes	0.25	1.08	0.83
Agent Utilization in Percent	74.00%	78.63%	-4.63%
Agent Occupancy in Percent	88.00%	82.81%	5.19%
Adherence to Schedule in Percent	99.99%	88.90%	11.09%
Average Agent Attendance in Percent	99.98%	93.56%	6.42%
Inbound Call Auxiliary Time in Percent	10.00%	13.27%	3.27%
Agents/Supervisor Ratio	13.00	13.36	-0.36
Turnover of Full-time Agents in Percent	13.00%	21.61%	8.61%



Cost of Gap Estimate

What is the cost of a gap in Calls per Agent per Hour?

3.08

\$ N/A

Estimated* for your size Center:

\$0



**Gap x FTE x burdened Agent cost per call*

Possible Root Causes

- ⌚ Inaccurate forecasting
- ⌚ Sub-optimal workforce scheduling
- ⌚ Adherence to schedule management
- ⌚ Performance Management
 - ⌚ Monitoring and Coaching
 - ⌚ Agent Training:
 - ⌚ Training on call closure
 - ⌚ Screen navigation
 - ⌚ Efficient ACWT



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Average Agent Attendance in Percent	99.98%	93.56%	6.42%
Inbound Call Auxiliary Time in Percent	10.00%	13.27%	3.27%
Agents/Supervisor Ratio	13.00	13.36	-0.36
Turnover of Full-time Agents in Percent	13.00%	21.61%	8.61%



Cost of Gap Estimate

What is the cost of a gap in Cost per Call in Dollars?

\$3.93

\$ N/A

Estimated* for your size Center:

\$0



**Gap per call X Agent Handled Calls X burdened Agent cost per call*

Possible Root Causes

- ❖ Poorly implemented or missing self-service option in IVR
- ❖ Lengthy ATT HOLD & ACWT
 - ❖ Lack of, or poorly implemented, desktop CRM tools
 - ❖ Inadequate product-knowledge training for front-line agents
 - ❖ Training on call-management
- ❖ Inadequate access to SMEs
- ❖ High number of transferred/redirected calls
- ❖ High overheads, technology costs, etc.



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Turnover of Full-time Agents in Percent	13.00%	21.61%	8.61%



Cost of Gap Estimate

What is the cost of a gap in Average Talk Time?

1.55

\$ N/A

Estimated* for your size Center:

\$0



**Gap x Total Agent handled calls x burdened Agent Cost per Minute*

Possible Root Causes

- ❖ Lack of training in call control
- ❖ Inefficient Agent Desktop, CRM or multiple/slow apps
- ❖ Limited access to on-line knowledge tools
- ❖ Need for CTI and screen pops
- ❖ Inadequate call recording and quality monitoring
- ❖ Limited access to SMEs
- ❖ Inadequate incentives for efficiency



Efficiency Key Performance Indicators

The table below contains six KPIs indicative of the call center's efficiency (quality).

Statistics shown include your value, the industry average as provided by our database and the positive or negative gap for each KPI.

Metric	Your Value	Industry Average	Gap
Inbound Calls per Agent per Hour	10.40	7.32	3.08
Cost per Inbound Call in Dollars	\$2.12	\$6.05	\$3.93
Average Inbound Call Talk Time in Minutes	3.31	4.86	1.55
Average Inbound After Call Work in Minutes	0.25	1.08	0.83
Agent Utilization in Percent	74.00%	78.63%	-4.63%
Agent Occupancy in Percent	88.00%	82.81%	5.19%
Adherence to Schedule in Percent	99.99%	88.90%	11.09%
Average Agent Attendance in Percent	99.98%	93.56%	6.42%
Inbound Call Auxiliary Time in Percent	10.00%	13.27%	3.27%
Agents/Supervisor Ratio	13.00	13.36	-0.36
Turnover of Full-time Agents in Percent	13.00%	21.61%	8.61%



Cost of Gap Estimate

What is the cost of a gap in After Call Work Time?

0.83

\$ N/A

Estimated* for your size Center:

\$0



**Gap x Agent handled calls x burdened Agent Cost per Minute.*

Possible Root Causes

- ⦿ Agent desktop design / slow systems or network / difficult navigation
- ⦿ Inability to input information during call
- ⦿ “Talk and Type”
- ⦿ Improper use / abuse of ACWT by agents
- ⦿ Excessive documentation requirements
- ⦿ Lack of effective call monitoring and coach
- ⦿ Training on data capture during the call



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Cost of Gap Estimate

What is the cost of a gap in Agent Utilization?

-4.63%

Estimated* for your size Center:

-\$69,699



** Must be calculated on an individual center basis*

Possible Root Causes

- ❖ Lack of focus on Productivity metrics
- ❖ Missing / inadequate WFM system
- ❖ Mismatch of forecasted call volume to agent scheduling resulting in overstaffing
- ❖ Mismanagement of Auxiliary Time (AUX)
- ❖ Poorly scheduled agent breaks/lunches
- ❖ Inconsistent “consequence management”



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Cost of Gap Estimate

What is the cost of gap in Occupancy?

5.19%

\$ N/A

Estimated* for your size Center:

\$0



**Industry average Gap between actual agent logged-in hours divided by scheduled available hours x your burdened cost per Agent hour*

Possible Root Causes

- ❖ Inadequate workforce management processes and/or systems
- ❖ Lack of focus on adherence to schedule
- ❖ Mismanagement of Auxiliary Time (AUX)
- ❖ Limited floor management by supervisors
- ❖ Lack of incentives/recognition for high performance (schedule adherence)



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Cost of Gap Estimate

What is the cost of a gap in Adherence to Schedule?

11.09%

\$ N/A

Estimated* for your size Center:

\$0



** Must be calculated on an individual center basis*

Possible Root Causes

- ❖ Inadequate or missing WFM tool
- ❖ Lack of management's focus on the importance of adherence to schedule
- ❖ Inconsistent "expectation/consequence management"
- ❖ Lack of agent incentives/recognition to comply to scheduled call handling time
- ❖ Poorly scheduled breaks/lunches
- ❖ Low agent motivation & satisfaction



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Cost of Gap Estimate

What is the cost of a gap in Average Agent Attendance?

6.42%

Estimated* for your size Center:

\$0

** Must be calculated on an individual center basis*



Possible Root Causes

- ❖ Low agent morale
- ❖ Lack of incentives / recognition / rewards for good attendance
- ❖ Inconsistent “expectation / consequence management”
- ❖ Lack of scheduling to fit agent needs
- ❖ Possible conflicts with other members of team or with management



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Cost of Gap Estimate

What is the cost of a gap in Auxiliary Time in Percent?

3.27%

\$ N/A

Estimated* for your size Center:

\$0



**GAP x Occupancy x Available Hours x Burdened Agent cost per hour*

Possible Root Causes

- ❖ Improper use of Aux time (breaks, lunches, unauthorized breaks)
- ❖ Possible practice of “Aux-Shuffle” by agents to move them to the end of the “next-available –agent” queue in the ACD.
- ❖ Need for extra Aux-time training and team communication compared with the norm (new centers, centers with high turnover, etc.)



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Cost of Gap Estimate

What is the cost of a gap in Agent Supervisor Ratio?

-0.36

Estimated* for your size Center:

-\$ TBD



**Variables must be addressed and calculated on an individual center basis*

Possible Root Causes

- ❖ Lack of “Leads” to support and assist agents in team
- ❖ Small call center (not necessarily a problem)
- ❖ New center or center with high turnover
- ❖ Too many supervisor duties, requiring smaller teams per supervisor
- ❖ Requires a “Reality” check in smaller centers



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Cost of Gap Estimate

What is the cost of a gap in Turnover?

8.61%

Estimated* for your size Center:

\$0

**Gap x Total FTE x Cost to bring a new agent on board*

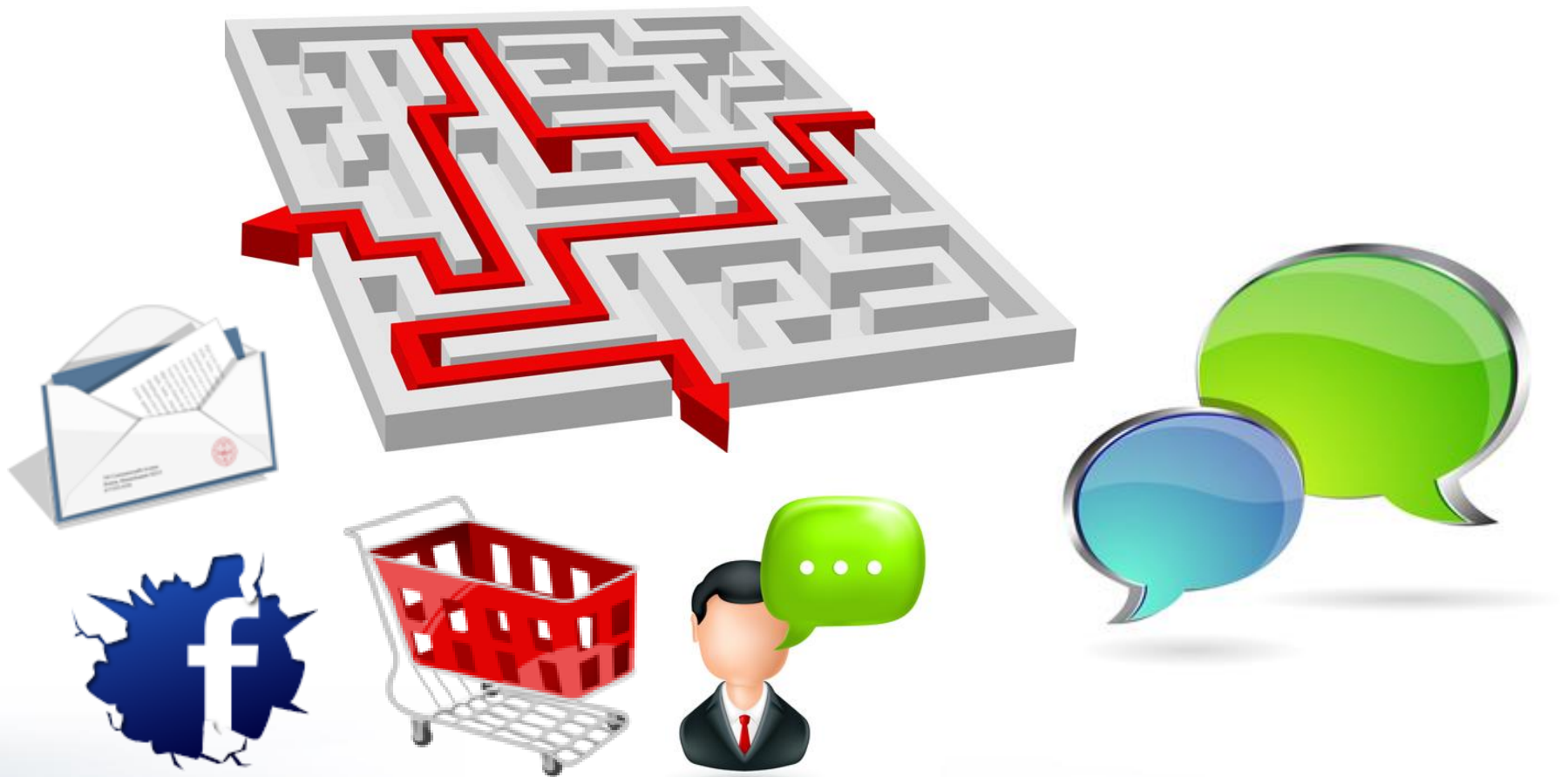


Possible Root Causes

- ❖ Ineffective applicant screening
- ❖ Ineffective agent training
- ❖ Lack agent Recognition/incentives
- ❖ Frustration with lack of Empowerment or tools
- ❖ Poor relationship with supervisor
- ❖ Untrained/unskilled supervisors
- ❖ Punitive call quality monitoring
- ❖ Inadequate compensation
- ❖ Absence of a clear career track



Multi Channel Metrics



Multi Channel Metrics

Multichannel KPI comparisons depicted in this section aggregate multichannel data for All Industries in our growing database until such time as sufficient data has been gathered and validated to allow Industry-specific comparisons. “All Industry” comparisons with your Industry are useful for directional insights into performance improvement but are not to be considered definitive for a specific Industry.

Annual Volume	Your Value	All Industry Average
Outbound Calls Annual Volume	N/A	203,872
E-Mail Annual Total Volume	12,561	62,054
Social Media Annual Volume	N/A	9,723
Web Chat Annual Volume	2,196	32,401
Postal Mail Annual Volume	N/A	79,869
Fax Annual Volume	N/A	17,032
Other Annual Volume	N/A	78,450

Multi Channel Metrics

Outbound Calls	Your Value	All Industry Average	Gap
Outbound Calls Average Talk Time in MINUTES	N/A	3.28	N/A
Outbound Calls After Call Work Time in MINUTES	N/A	1.38	N/A
Outbound Calls Average Cost Per	N/A	\$5.18	N/A

E-mail

E-mail	Your Value	All Industry Average	Gap
E-mail Response Time in HOURS	4.00	14.16	10.16
E-mail Average Handle Time in MINUTES	N/A	7.58	N/A
E-mail First Contact Resolution Rate Percent	99.67%	83.00%	16.67%
E-mail Contact Upsell Rate	N/A	9.90%	N/A
E-mail Average Cost Per	\$9.25	\$8.01	-\$1.24

Social Media

Social Media	Your Value	All Industry Average	Gap
Social Media Response Time in HOURS	N/A	2.77	N/A
Social Media Average Handle Time in MINUTES	N/A	7.14	N/A
Social Media Cost Per	N/A	\$6.02	N/A

Multi Channel Metrics

Web Chat	Your Value	All Industry Average	Gap
Web Chat Response Time in SECONDS	26	73.60	47.60
Web Chat Average Handle Time in MINUTES	11	10.84	-0.31
Web Chat First Contact Resolution Rate Percent	99.67%	79.01%	20.66%
Web Contact Upsell Rate	N/A	12.67%	N/A
Web Chat Cost Per	\$13.62	\$10.65	-\$2.97

Postal Mail

Postal Mail	Your Value	All Industry Average	Gap
Postal Mail Handle Time in MINUTES	N/A	7.06	N/A
Postal Mail Cost Per	N/A	\$9.27	N/A

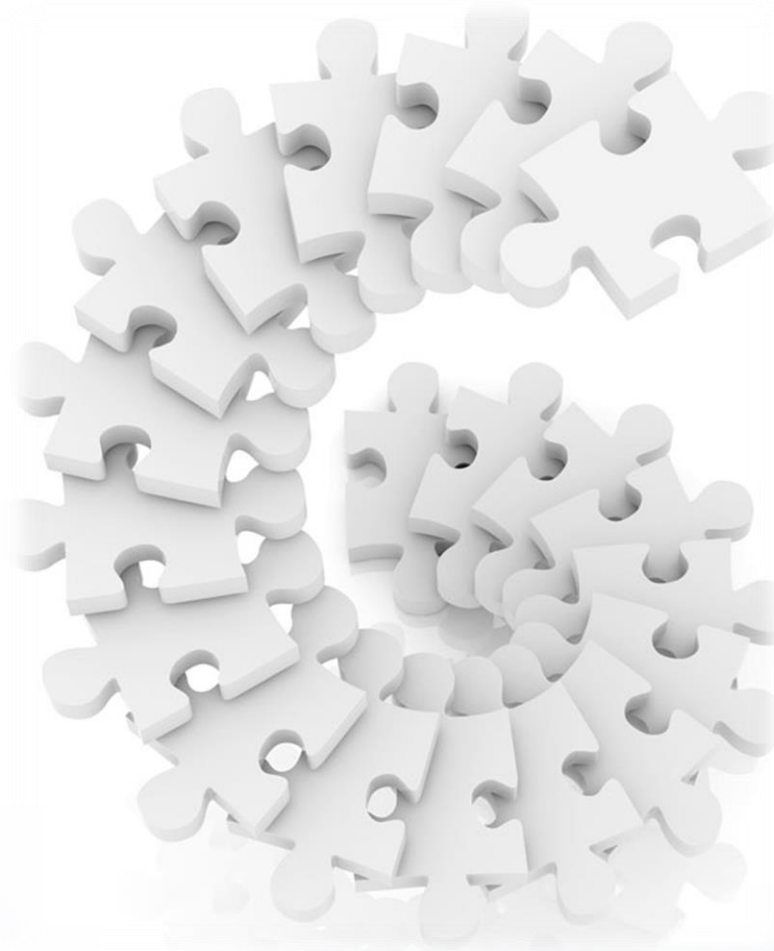
Fax

Fax	Your Value	All Industry Average	Gap
Fax Average Handle Time in MINUTES	N/A	6.86	N/A
Fax Mail Cost Per	N/A	\$7.03	N/A

Other

Other	Your Value	All Industry Average	Gap
Other Average Handle Time in MINUTES	N/A	59.31	N/A
Other Cost Per	N/A	\$14.74	N/A

Summary of Findings



Cost of Performance Gaps

Important notes: These are estimates based on results from the Reality Check Calculator. Amounts may overlap (double-count) benefits and therefore be overstated. Caller Satisfaction may be tied to top line revenues or to profits.

Effectiveness Metrics	Cost	Efficiency Metrics	Cost
Caller Satisfaction		Inbound Calls per Agent / Hour	\$0
Agent Satisfaction	\$0	Cost Per Call	\$0
Calls Closed on First Call	\$0		\$0
Calls Transferred			
Average Speed of Answer			
Average Hold Time			
80% Calls Handled		Agent Occupancy	\$0
Average Time in Queue		Aux Time	\$0
Average Calls Abandoned		Average Agent Attendance	
		Adherence to Schedule	
		Agent / Supervisor Ratio	

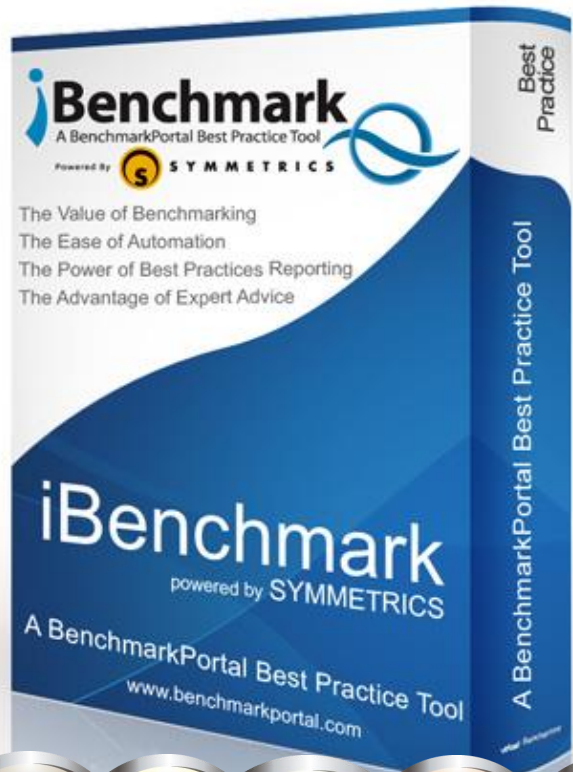
TBD



24 Processes That Impact Your Center

- ☞ Hiring New Agents
- ☞ Training Agents
- ☞ Agent Development
- ☞ Real-Time Expert Hub for Agents
- ☞ Agent Compensation
- ☞ Service Improvement Initiatives
- ☞ Information Access
- ☞ Agent Satisfaction Measurement
- ☞ Call Quality Monitoring
- ☞ Agent Coaching
- ☞ Call Routing
- ☞ Call Center Communications
- ☞ Analytics and Reporting
- ☞ Call Center Performance Evaluation
- ☞ Caller Satisfaction Measurement
- ☞ Caller Service Recovery
- ☞ Agent Workforce Optimization
- ☞ Caller Self Service
- ☞ Performance Benchmarking
- ☞ Caller Relationship Management
- ☞ Teleservices Outsourcing
- ☞ Facilities Management
- ☞ Information Technology
- ☞ Telecommunications

Follow up Ideas



On-Site Call Center Assessments

- ☞ Standard Assessment includes In-depth Benchmark, Caller Survey, Agent Survey
- ☞ 2-day visit provides detailed findings, conclusions and recommendations
- ☞ Engagements are led by certified auditor and include ongoing follow-up
- ☞ Specialty Assessments available focusing on IVR Optimization, Quality, Technology, Agent Morale, Social Media, etc.

Call Center Certification

- ☞ Conducted annually, based on performance
- ☞ Offered on a 1-year to 4-year plan

College of Call Center Excellence

- ☞ 3 Day Best Practices Workshop for Managers
- ☞ Other certificated courses: WFM, QA, SM, etc.

iBenchmark

- ☞ *This automated benchmarking product puts technology and advanced processes to work for people who manage contact centers without the hassle of finding and inputting the metrics manually.*

An Onsite Assessment Plan

1. Define and validate the 22 **key metrics** to be benchmarked specific to your industry and operations
2. Increase the effectiveness and efficiency of the call center to achieve best in class **performance**
3. Assist client to determine the **best report analytics** that should be used to drive management goals
4. Strengthen the **24 internal processes** and create a “Road Map” of actionable recommendations for change
5. Ultimately to attain status of *Certified Center of Excellence*

Goal: Conduct an onsite assessment of your multi-channel call center key performance and core processes, tailored to help the Client achieve best practices.

- Excellent
- Very good
- Good
- Average
- Poor



Thank You For Your Participation!



COMPANY NAME

YOUR SAMPLE TEXT HERE



Welcome to our community of
best practices professionals!

rm@BenchmarkPortal.com

sc@BenchmarkPortal.com



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