

CALL CENTER OPERATIONS AUDIT

SERVICE: How well do you blend high tech and high touch?				
	Yes	No	N/A	
1.				Is there a good balance between automation and contact center agents?
2.				Do you use AI in your center today?
3.				Do you use AI to augment agents vs. replace them?
4.				Are your customer interactions taking too long?
5.				Are your KPIs producing quality results?
AGENTS: Is your recruiting pipeline reliable?				
	Yes	No	N/A	
6.				Do you attract the best agents?
7.				Can you find the right agent skillsets?
8.				Is attrition under control?
9.				Is your agent turnover rate too high?
10.				Do you track the reasons why?
11.				Is the training process well-defined?
12.				Is there a team dedicated to onboarding?
13.				Are agents assessed at 30-, 60-, 90- and 120-day marks?
WORKFORCE MANAGEMENT: How do you forecast volumes and call/contact arrivals?				
	Yes	No	N/A	
14.				Do you do a forecast-to-actual analysis/comparison?
15.				Do you use the same parameters year-over-year?
16.				Does your business fluctuate by season or cycle?
17.				Is this done for monthly, weekly, daily and intra-day arrivals?
18.				Do the calls answered line up with the forecast projected?
DATA: Are call center metrics well-documented?				
	Yes	No	N/A	
19.				Is there ready access to reports for every metric?
20.				Are metrics used to enhance agent performance?
21.				Are metrics used to punish agent performance?

Call Centre Audit Checklist Template

Malcolm McDonald, Adrian Payne

A red circular graphic with a gradient, appearing as a partial circle or a thick arc, located to the right of the authors' names.

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Channing, 2013-11-20 The leading book on the subject of occupational health safety revised in line with recent UK legislation and practice New to this edition is the foreword by Judith Hackitt CBE Chair of the Health and Safety Executive and a brand new chapter on the latest EU and international regulations and directives Safety at Work is widely accepted as the most authoritative guide to health and safety in the workplace Offering detailed coverage of the fundamentals and background in the field this book is essential reading for health and safety professionals or small company owners Students on occupational health and safety courses at diploma bachelor and masters level including the NEBOSH National Diploma will find this book invaluable providing students with the technical grounding required to succeed Edited by an experienced and well known health and safety professional with contributions from leading experts in research and practice **Handbook of Industrial Engineering** Gavriel Salvendy, 2001-05-25 Unrivalled coverage of a broad spectrum of industrial engineering concepts and applications The Handbook of Industrial Engineering Third Edition contains a vast array of timely and useful methodologies

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