

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?

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**United States. Internal Revenue
Service**



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The Marketer's Handbook Mark J. Hiltz, 2001 The Marketer's Handbook A Checklist Approach is a dream tool for marketing practitioners looking to increase performance It delivers a powerful wealth of practical marketing information in checklist form Armed with this resource you will gain priceless marketing know how with leading ideas proven strategies practical information organized in a quick easy to use reference format This handbook will help you to focus in on specific areas to ensure that you haven't forgotten anything The wealth of information contained in each chapter is there to help you think about consider just what it is that you have to do The checklists help to identify remind prompt evolve questions to ask on ideas issues considerations that need to be acted upon Checklists trigger thoughts help to generate new ideas new ways of doing things Use the checklists to help you plan marketing programs undertake research develop strategies segment your target market develop products set pricing plan promotional activities all of the other marketing related functions The Marketer's Handbook A Checklist Approach arms you with what you need to win Free sample checklists are available to look at prior to ordering ISBN 0 9685593 3 6 CD ROM 2 715 pages Price 395 00 plus shipping applicable taxes E mail sales markcheck com Web site www markcheck com Marcheck Publishing P O Box 56058 Ottawa DN Canada K1R 721

Helping individuals understand and complete their tax forms Great Britain: National Audit Office, 2007-04-27 Each year up to 10 million taxpayers contact the HM Revenue and Customs for help with their tax affairs and the Department spends 35 million on producing and distributing printed information and 55 million dealing with contacts This report looks at the type of communication between the Department and the individual taxpayer whether forms and guidance are easy to obtain easy to understand accurate and comprehensive The potential benefits and savings in making services more responsive to customer needs have previously been highlighted and the Department has already instituted some changes with more being planned This report contains recommendations to continue this process *Safety at Work* John

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

for achieving increased productivity quality and competitiveness and improving the quality of working life in manufacturing and service industries This astoundingly comprehensive resource also provides a cohesive structure to the discipline of industrial engineering with four major classifications technology performance improvement management management planning and design control and decision making methods Completely updated and expanded to reflect nearly a decade of important developments in the field this Third Edition features a wealth of new information on project management supply chain management and logistics and systems related to service industries Other important features of this essential reference include More than 1 000 helpful tables graphs figures and formulas Step by step descriptions of hundreds of problem solving methodologies Hundreds of clear easy to follow application examples Contributions from 176 accomplished international professionals with diverse training and affiliations More than 4 000 citations for further reading The Handbook of Industrial Engineering Third Edition is an immensely useful one stop resource for industrial engineers and technical support personnel in corporations of any size continuous process and discrete part manufacturing industries and all types of service industries from healthcare to hospitality from retailing to finance Of related interest HANDBOOK OF HUMAN FACTORS AND ERGONOMICS Second Edition Edited by Gavriel Salvendy 0 471 11690 4 2 165 pages 60 chapters A comprehensive guide that contains practical knowledge and technical background on virtually all aspects of physical cognitive and social ergonomics As such it can be a valuable source of information for any individual or organization committed to providing competitive high quality products and safe productive work environments John F Smith Jr Chairman of the Board Chief Executive Officer and President General Motors Corporation From the Foreword [The Process Approach Audit Checklist for Manufacturing](#) Karen Welch,2004-12-31 Finally a comprehensive process audit checklist has been developed to be used with ISO 9001 2000 This manual was developed to assist anyone involved with conducting or planning quality system audits including quality auditors quality managers quality system coordinators management representatives and quality engineers In addition potential auditees in any function or position should find the questions useful in preparing for an audit Although the checklist could be amended to work for a service company the manual was created with a focus on the manufacturing sector to cover common processes such as production management customer related design and development training purchasing etc The manual includes a brief overview of the process approach discussion of problem areas often found by third party auditors the process audit checklist and forms to be used in conjunction with the process audit checklist to increase audit effectiveness **Handbook of Communication Audits for Organisations** Owen Hargie,Dennis Tourish,2000 This book could serve as the module text in organisational communication for final year undergraduates postgraduates It is also a complete handbook for those whose task it is to carry out an audit [Data Protection Strategy](#) Richard Morgan,Ruth Boardman,2003 Provides commentary and analysis on the complex Law of Options affecting land This book s coverage includes options to buy options in wills rights of pre emption transfer of options options in leases and

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