

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

SA Dillow



Call Centre Audit Checklist Template:

Delivering Effective Services Through Contact Centres Great Britain: National Audit Office,2006-03-15 This NAO report examines the role and cost effectiveness of contact services for customers from the Department for Work and Pensions During the 2004 05 period the Department spent 190 million on running contact centres The centres themselves answered more than 33 million incoming calls and made 7 million outgoing calls as well as handling 300 000 e mails 30 000 faxes and 4 million incoming letters and application forms The Department serves a wide range of customers including 28 million pensioners and benefit recipients paying out 112 billion a year in benefits and pensions This report sets out a number of recommendations that the Department should develop its understanding of customer demand and improve its forecasting processes that the Department should aim to offer a seamless service by reducing the number of telephone contact points as well as sharing good practice techniques across such areas as forecasting and training that contractual arrangements for staff should match the demand needs of customers and that contact centre targets should therefore focus on customer need that the Department should advance initiatives to improve its information on costs 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 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 Audit Report ,1995 **General Report of the Auditor-General for the Year Ended ...** South Africa,2003 *Management Audit* Illinois. Office of the Auditor General,2001 The Quality Systems Manual Terence J. Hall,1995-10-16 For the past four years a committee of professional interests representing industry academia consumers and governments has been meeting to develop a definitive standard to

take Quality Systems into the 21st century In July 1994 ISO 9000 was announced to the world This is the ISO 9000 Family 9001 2 3 as it tends to be called There is now an even greater demand from companies to gain formal accreditation particularly since the standard has worldwide recognition The Quality Systems Manual is a detailed and definitive guide to the installation and maintenance of an ISO 9001 Quality System within a company It is an intensely practical guide laid out to follow the exact format of the 20 clauses of ISO 9001 It explains in plain English exactly how they should be applied to your business The official ISO 9001 paper provides only a slim seven page statement of the basic requirements that have to be met by a Quality System it supplies none of the required methodology It tells you what but not how The missing link between the rules and successful registration comes from knowing how to take the 20 clauses and apply them to everyday business situations This is where The Quality Systems Manual is so valuable It is relevant for every industry whether manufacturing or service and will be used by Quality Managers and those assigned to implement and maintain this new standard Because it is designed as a practical guide to enable companies to register there is a special section called Preparing for Assessment which covers all the nuances needed to optimise the chance of success when being formally assessed TickIT ISO 9000 3 the equivalent standard for software development is also examined in detail and shows precisely how it integrates with ISO 9001 It has been calculated that a third of the cost a company incurs in achieving registration is spent on fees for consultants to help explain the rules and prepare for assessment For the cover price of The Quality Systems Manual you could buy yourself about one hour of a consultant s time

Discipline and Governmentality at Work Donald J. Winiecki, 2006 How we know ourselves how we are known by the institutions in which we work and how we are known by our co workers and our families is increasingly affected in a constantly changing network of technologies and strategies In the workplace these technological forms are lashed together into systems and strategies that reflect a form of rationality and allow norms to arise seeing representing and knowing work and workers These norms and forms produce distinctly modern forms of subjectivity truth and power to make workers into subjects Tertiary service labor is the fastest growing form of paid work in the economic catchment of the West Mediation of labor through computers and telecommunication is also increasing at a remarkable rate Nonetheless there are few detailed analyses of subjectivity in technology mediated tertiary labor Drawn from ethnographic research using post structural analytics this book describes how a collection of technologies is taken up in a common form of tertiary labor call centers to produce truth knowledge power and modern forms of subjectivity and social subjects It also challenges assumptions of Marxian and management theory by demonstrating that workers are neither dominated nor liberated rather how they are made responsible for and caught up in the apparatus that renders them as subjects

Better Public Services Through E-government Great Britain. National Audit Office, 2002 Electronic or e government means providing public access via the internet to information about all the services offered by central government departments and their agencies and enabling public access to services such as paying tax receiving benefits or getting a passport It is also

about government departments harnessing new technology to improve efficiency in their work To achieve this the Government has set the target that 100 per cent of services should be available online by 31 December 2005 The main report considers the progress made towards achieving e government and examines the risks that need to be managed It identifies five key benefits which departments need to focus on delivering greater choice better accessibility more convenience faster delivery and improved efficiency The volume of case studies provides examples of good practice to illustrate how the benefits of e government can be achieved based on an examination of 13 IT enabled change projects being implemented by departments and other public and private sector organisations The third volume contains a paper written by Professor Helen Margetts and Professor Patrick Dunleavy which reviews the cultural barriers to e government and considers how these can be overcome

Harvard Asia Quarterly ,2005 **The Architects' Journal** ,1999 Planning ,2007 **E-Health and Telemedicine: Concepts, Methodologies, Tools, and Applications** Management Association, Information Resources,2015-09-23 Advances in medical technology increase both the efficacy and efficiency of medical practice and mobile technologies enable modern doctors and nurses to treat patients remotely from anywhere in the world This technology raises issues of quality of care and medical ethics which must be addressed E Health and Telemedicine Concepts Methodologies Tools and Applications explores recent advances in mobile medicine and how this technology impacts modern medical care Three volumes of comprehensive coverage on crucial topics in wireless technologies for enhanced medical care make this multi volume publication a critical reference source for doctors nurse practitioners hospital administrators and researchers and academics in all areas of the medical field This seminal publication features comprehensive chapters on all aspects of e health and telemedicine including implementation strategies use cases in cardiology infectious diseases and cytology among others care of individuals with autism spectrum disorders and medical image analysis

The Accountant ,1925 The Homing Pigeon, and National Homing Union Members' Gazette ,1930 **Virginia PTA Bulletin** ,1991-08

Breakthrough Customer Service Stanley A. Brown,1997-10 Praise for Mike Russill Vice President Retail Sunoco Inc Catherine Neville President Quality Management Institute Dan Plashkes President S P Data Philip C Brown Senior Vice President Telebanking and Alternate Channels Bank of Montreal Brenda Anderson Executive Director International Customer Service Association J A Sinex III Manager Global Integrated Services Team External Affairs DuPont Breakthrough Customer Service Best Practices of Leaders in Customer Support An impressive array of experts and industry winners provide a virtual road map through the major changes necessary to achieve real breakthrough customer service A must read for those determined to make great customer service a competitive edge Breakthrough Customer Service scores a direct hit on how to differentiate a business through strategic customer service If companies implemented just a few of the great ideas found in this book they would enjoy world class leadership positions not only in their own industry but across all industries A stimulating look across industries and channels the way customers actually experience service and a very useful way to

identify breakthrough opportunities A great management tool it provides real world examples and effective solutions that can be applied to your business This book is must reading for companies that want to be more competitive It provides businesses with thought provoking solutions to consider in their quest for superior results Annual Report Australia. Department of Social Security,1995 **Introduction to Health and Safety in Construction** Phil Hughes,Ed Ferrett,2011 This volume fully covers the syllabus for the NEBOSH Certificate in Construction Safety and Health It has been updated in line with changes in legislation regarding fire safety noise and vibration work at height construction design and control of hazardous substances **Package WI-X** Wisconsin. Department of Revenue,2004

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