

## CALL CENTER BENCHMARKING%0A

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Call center benchmarking is essential for determining whether or not a team is performing optimally, keeping up with their competition and compliant with best practices. As such, benchmarking is critical to the success of the call center. Managers seeking to optimize their approach to call center

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### **Call center benchmarking best practices**

This podcast features tips and best practices for call center benchmarking. Get advice from a benchmarking expert Eric Zbikowski of Metric Net LLC for using benchmarks in conjunction with a call center metrics program to track performance.

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### **How Does YOUR Call Center Stack Up CCNG**

How Does YOUR Call Center Stack Up? Call Center KPI s The Five Most Important Performance Indicators for Customer Service Call Centers (Part 2 of a 6-part Series on Call Center Benchmarking) By Jeff Rumburg and Eric Zbikowski Managing Partners at: Introduction Today s call center technologies and reporting packages make it easy to capture copious amounts of performance data. Most call

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### **Contact Centers Industry Reports BenchmarkPortal**

Our call center reports are the standard references for consultants and practitioners worldwide. We provide current information on over 40 industries that will help you compare and analyze competitive performance, metric by metric.

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