

# CALL CENTER OPERATIONS AUDIT

<b>SERVICE: How well do you blend high tech and high touch?</b>				
	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?
<b>AGENTS: Is your recruiting pipeline reliable?</b>				
	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?
<b>WORKFORCE MANAGEMENT: How do you forecast volumes and call/contact arrivals?</b>				
	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?
<b>DATA: Are call center metrics well-documented?</b>				
	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

**New Zealand. Audit Office**



## 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 **Principles of Auditing** Walter B. Meigs,1983 Auditor Reports on Control Procedures at Service Organizations (third Party Reports) R. J. Widdowson,1990 **Report of the Auditor General for the Year Ended March 31 ...** Canada. Office of the Auditor General,1988 **General Report of the Auditor-General for the Year Ended ...** South Africa,2003 *More cold comfort* Great Britain: Parliamentary and Health Service Ombudsman,2011-11-30 The Parliamentary Ombudsman Ann Abraham has upheld complaints from nine farmers about the Government s handling of a subsidy scheme which caused them to miss out on payments they were entitled to The farmers complained to the Ombudsman about the administration of the Single Payment Scheme SPS in 2005 and 2006 by the Rural Payments Agency RPA part of the Department for Environment Food and Rural Affairs Defra The SPS is the latest generation of the EU schemes intended among other policy aims to give farmers direct income support The farmers complained about RPA s handling of their claims to the SPS on a number of counts including that they provided poor quality and sometimes ambiguous guidance on how to make a claim failed to return

applicants telephone calls when this had been promised misdirected applicants about the status of their cases delayed letting applicants know that they would not be paid and did not explain their decisions properly RPA also failed to consider the effects their errors and omissions had on the farmers when they came to complain In one case a farmer misunderstood the new form and only claimed a subsidy for the year 2005 She did not activate her claim and subsequently did not receive a payment No one questioned her mistake even though RPA knew this was a common error by farmers Losing a payment of over 13 000 left the farmer unable to pay all her bills and reliant on her partner s goodwill She found out her mistake almost a year after submitting her claim when she asked what had happened to her payment Another farmer also misunderstood the new form and guidance and did not activate his claim He was then led to believe by the RPA that he would be paid which was not the case He and his wife found the confusion and uncertainty of their circumstances particularly stressful The farmer had to increase his overdraft sell land and take on extra part time work in order to meet the financial shortfall As a result of the Ombudsman s investigation the farmers will each receive a written apology from the Permanent Secretary of Defra and compensation of 500 for the inconvenience distress and frustration that they experienced They will also receive individual payments to put right the financial impact of RPA s failures In addition the Ombudsman has also asked RPA to provide an action plan setting out the changes they have made to prevent other farmers experiencing the same problems in future

Sheet Metal Industries ,1979      **Report of the Controller and Auditor-General, Tumuaki O Te Mana Arotake** New Zealand. Audit Office,2003 Review of Ministry of Social Developments systems in relation to payment of benefits      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      Rapport de L'Auditeur Général Du Canada À la Chambre Des Communes Canada. Office of the Auditor General,1987      **Auditing** Jack C. Robertson,Smieliauskas, Wally,2001 Auditing An International Approach formerly titled Auditing and Other Assurance Engagements presents a comprehensive balanced and current introduction to the auditing

field This text bridges the gap between students knowledge of accounting principles and the professional practice of accounting and auditing in the working world Emphasizing a cycles approach the book covers the financial auditor s decision making process 1 problem recognition and developing audit objectives 2 evidence collection with audit procedures and 3 making judgements about control risk and the fair presentation of financial statement assertions Building on the strengths of the first Canadian and former U S editions the authors reflect exciting challenges inherent to current auditing practice and other assurance services As the revised title suggests the second edition of this best selling text has kept pace with the growing importance of International Accounting Standards in the context of Canadian business world

**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

**Science and Art of Mining**, 1918 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 *Annual Report* Australia. Department of Social Security,1995 Predicasts F & S Index ,1991 The Electrical Review ,1896 **Planning** ,2009 Proceedings of the Public Service Commission for the First District. State of New York New York (State). Public Service Commission. First District,1918

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