

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

N Colangelo



Call Centre Audit Checklist Template:

The Enigmatic Realm of **Call Centre Audit Checklist Template**: Unleashing the Language is Inner Magic

In a fast-paced digital era where connections and knowledge intertwine, the enigmatic realm of language reveals its inherent magic. Its capacity to stir emotions, ignite contemplation, and catalyze profound transformations is nothing in short supply of extraordinary. Within the captivating pages of **Call Centre Audit Checklist Template** a literary masterpiece penned with a renowned author, readers embark on a transformative journey, unlocking the secrets and untapped potential embedded within each word. In this evaluation, we shall explore the book's core themes, assess its distinct writing style, and delve into its lasting effect on the hearts and minds of people who partake in its reading experience.

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