

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

S Ben Porath



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