



# 2007 CALL CENTER BEST PRACTICES REPORTS

250 contact centers share best practices in operations, management and business processes.

Brought to you by Centerserve and the Call Center Learning Center, this year's benchmarking reports contain data from our most comprehensive study to date. Results are divided into three reports: [Benchmarks in Call Center Operations](#), [How to be a Great Call Center Manager](#) and [Improving Call Center Business Processes](#). Each section may be purchased individually or as a package. Reports are delivered electronically within one business day, many times within the hour.

Participants from over 50 countries and a variety of industries including electronics and communications, health care, financial services, utilities, insurance, consumer goods, banking, government, education, manufacturing, services and hospitality contributed to the study, answering more than 200 questions to provide over 130 total pages of management insights.

Example topics include:

- top KPIs and performance benchmarks by industry
- improvement initiatives and changes with the greatest impacts on call center costs and performance
- key factors that motivate agents
- "must-do" and "must-not-do" items for supervisors
- top quality monitoring programs
- cost data including average wages from each region
- and many others

The latest editions of Centerserve's Call Center Best Practices Benchmarking Reports present trends from four studies over the past eight years. The reports provide quick, actionable steps for call center managers seeking to increase revenues, reduce costs and improve service quality.

For more information or to place an order, please call 970 669 6554 or email [questions@centerserve.com](mailto:questions@centerserve.com).

## Benchmarks in Call Center Operations Report - \$429

- Performance objectives and results (KPIs)
- Past improvement initiatives
- Future directions and improvements
- Reporting and analytics
- Home-based/remote agents
- Demographics

## How to be a Great Call Center Manager Report - \$399

- Management practices: Supervisors/team leaders
- Management practices: CSRs/agents
- Hiring and recruiting
- CSR/Agent training
- Motivation and incentive programs
- Communication
- Home-based/remote agents
- Demographics

## Improving Call Center Business Processes Report - \$349

- Workforce management
- Quality monitoring
- Process improvement
- Outsourcing
- Demographics

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2007 Call Center Best Practices Reports

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