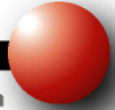


# BUSINESS PERFORMANCE SERIES

**Call Center  
Learning Center**

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## Prosci Research

The Knowledge Source  
for call center managers™

### Controlling the Cost of Call Center Operations – Abstract

Prosci Research is the world's leading supplier of call center benchmarking reports and research-based toolkits. Prosci conducts annual research projects that have involved more than 400 call centers from 24 countries. Prosci also sponsors the Call Center Learning Center, the web's most comprehensive site for call center resources. Prosci's products include research and benchmarking reports, toolkits for project leaders and consultants, and handbooks for employees and managers.

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# Controlling the Cost of Call Center Operations

*How to cut costs in your call center*

“A truly comprehensive guide for reducing call center costs. A resource with this perspective is long overdue.”

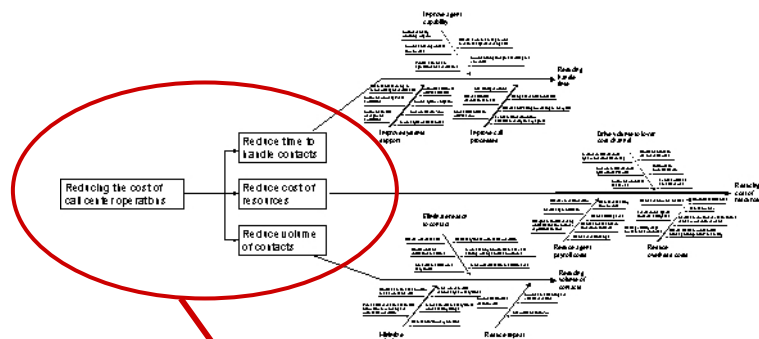
Gerald Tschikof  
Founder, Center Partners

“In today’s economic times, every call center manager should be using this toolkit.”

Lisa Stockberger, Vice President  
Vanguard Communications

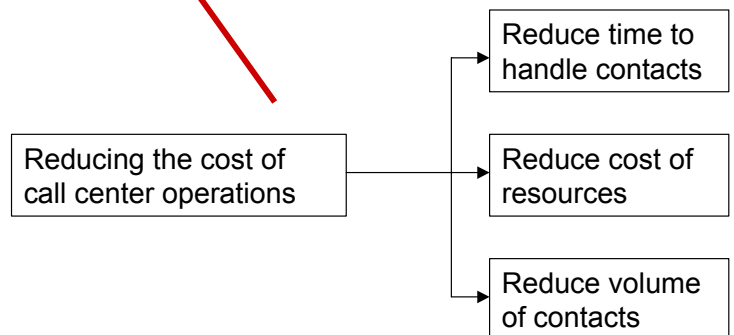
*Controlling the Cost of Call Center Operations* provides a systematic approach to reducing your call center costs. With this toolkit, you will critically examine multiple channels for reducing expenses. The outcome is a set of identified and prioritized cost saving initiatives that are most suited for your situation.

The toolkit provides over 50 initiatives that you can use to cut costs in your center. You will develop a cost reduction plan that includes quick-hits, mid-term tactics and long-term strategies.



In the toolkit you receive a master roadmap diagram that shows the framework for cost reduction initiatives including:

- lowering **handle time** (e.g., talk time plus after-call work time for a phone call)
- reducing **resource costs** for handling contacts (fully loaded cost per unit time – e.g. cost per minute)
- decreasing total **volume of contacts** (volume of inbound contacts for all media)



### **This toolkit is ideal if you...**

- need to reduce the cost of your call center operations
- are under pressure to deliver the same level of service with fewer resources
- are faced with increasing costs in your call center
- need to manage peak calling periods or seasons without 'breaking the bank'
- could benefit from over 50 initiatives to lower your costs

In addition to the analysis of cost contributors, the toolkit examines the different types of initiatives that you can take to reduce costs.

Short-term  
operations and  
process changes

Mid-term  
systems and  
process changes

Long-term  
strategies involving  
other organizations

## **Controlling Call Center Costs Table of contents**

### **Overview**

Reducing the handle time  
Reducing the cost of resources  
Reducing the volume of contacts  
Prioritization worksheet  
Three types of cost control initiatives  
Topic look-up

### **Reducing handle time**

Improve agent capability  
Improve systems support  
Improve call processes  
Data gathering worksheet

### **Reducing resource costs**

Drive volume to lower cost channel  
Reduce agent payroll costs  
Reduce overhead costs  
Data gathering worksheet

### **Reducing contact volume**

Eliminate reason to contact  
Minimize misdirected contacts  
Reduce repeat contacts  
Data gathering worksheet

### **Cost control worksheets**

Getting started  
Worksheet index  
Rank by criteria  
Rank by time  
Cost savings summary  
Financial worksheet  
Financial worksheet example  
Resource cost

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