Top Contact Center Contest

Thank you for taking this survey! Please make sure to enter accurate responses, as data will be validated by BenchmarkPortal and only accepted submissions will receive a gift card and be entered into the Ooni Pizza Oven Raffle.

When finished, please save and E-mail us this document per directions at the end.

Contact Center Information

First Name:

Last Name:

E-mail Address:

Phone Number:

Contact Center Name:

Contact Center Street Address:

Contact Center City:

Contact Center State:

Contact Center Zip Code:

Contact Center Country:

Contact Center industry Sector:

For the following questions, please provide responses that reflect annual metrics gathered for the twelve–month period ending September, 2022, or else ending October, 2022, November 2022 or December 2022.

Contact Channels

Select <u>All the Contact Channels</u> that Your Agents Support:

☐ Inbound ☐ Outbound ☐ Email ☐ Social Media

☐ Web Chat ☐ SMS Text Message ☐ Postal Mail ☐ Fax

☐ Other: Explain:

How Agents Spend Their Time (Average Percent of total shift time):

Please provide an estimate of the percent of time your agents are dedicated to each Contact Channel.
The total of this group should equal 100%

_____ %	Inbound Calls
_____ %	Outbound Calls
_____ %	Responded to Email
_____ %	Responded to Web Chat
_____ %	Responded to Social Media
_____ %	Text Messages (SMS)
_____ %	Mobile Apps
_____ %	Fax
_____ %	Postal Mail
_____ %	Other
Total: _____ %	

Agent Information

Total Number of Full Time Equivalent (FTE) Agents: [   ]

(FTE) is an employee's scheduled hours divided by the employer's hours for a full-time workweek. When an employer has a 40-hour workweek, employees who are scheduled to work 40 hours per week are 1.0 FTEs.

Average Occupancy(%): [   ] %

Agent Occupancy: The percentage of total paid hours of an agent's shift during which the agent is logged in to the ACD or other technology and/or manual tracking process and is available to handle inbound phone, outbound phone, e-mail, chat, Fax, and other productive work (white mail or back office work), divided by the total paid hours at work.

Average Utilization(%): [   ] %

Agent Utilization Rate (a.k.a. Utilization): Utilization is the percentage of the agents' occupied time engaged in productive work. Productive time includes customer contact and/or support work in any channel, research work associated with contact work in any channel, and follow-up work such as after contact documentation work for any channel divided by the total available and logged in hours (Occupancy hours) at work. Utilization does not include training time, coaching feedback, breaks & lunches, unexcused absences, auxiliary time, and out-of-adherence time.

Annual Agent Turnover (%): [   ] %

Agent Turnover: The number of agents who left their "agent job" (voluntarily or involuntarily) during the previous 12-month period, divided by the average number of agents working, expressed as a percentage.
(If unsure please provide an estimate)

Average Agent Attendance (%): [   ] %

Average Attendance in Percent: Actual number of shifts worked divided by the planned number of shifts multiplied by 100.
(If unsure please provide an estimate)

Average Agent Adherence to Schedule(%): [ ] %

Adherence to Schedule: A measure of whether agents are "on the job" as scheduled. This percentage represents how closely an agent adheres to his/her detailed work schedule as provided by the workforce management system. 100% adherence means that the agent was exactly where they were supposed to be at the time projected in their schedule. The scheduled time allows for meetings with the supervisor, education, plus answering customer phone calls. Percent Adherence to Schedule is tracked and reported by the workforce management system (WMS).
(If unsure please provide an estimate)

How Many Agents Per Supervisor: [ ]

Breakdown of Total Agent Handled Contact Types in Percent:

Indicate the estimated time agents spend for each identified contact type. Estimated percentages should total 100%. The form provides you a running total for your convenience. (If unsure please provide an estimate.)

[ ] % Customer Service

[ ] % Order/Appointments/Reservations/Etc

[ ] % Re-Directing Inbound Calls

[ ] % Internal Help Desk

[ ] % Technical Support

[ ] % Complaint/Customer Recovery

[ ] % Sales Calls

[ ] % Billing and Collections

[ ] % Other

Total: [ ] %

Average hourly agent base wage before benefits (USD $): $ [ ]
(If unsure please provide an estimate)

Inbound Calls

How many Inbound Calls are offered to your contact center annually: [ ]

Calls offered is the total number of calls you received over the last 12 months. This includes calls handled and abandoned.

Volume of Inbound Calls handled by an agent: [ ]

These are the total number of unique inbound calls received in a given year by the center that are answered by your Contact Center Voice Agents.

Volume of Inbound Calls handled to completion annually by IVR / AI Automation: [ ]

On average, what percent of Inbound Calls were abandoned (%): [ ] %

This is the percentage of calls that were connected to the ACD, but that were disconnected by the caller before reaching an agent, or before completing a process within an IVR

Average talk time (ATT) in MINUTES (Please include hold time, if reported as a separate metric by ACD): [ ]

This is the sum total of agent time in talk mode (including hold time), divided by the total number of calls handled by agents.

Average after call work time (Wrap Time) in MINUTES: [ ]

This is the total time agents spend performing follow-up work after disconnecting from the caller, divided by the total number of calls handled by agents.

Average speed of answer (ASA) in SECONDS: [ ]

This is the total answer time (ring time and queue time) divided by the total number of calls answered during the target period.

Average time in queue in SECONDS: [ ]

This is the average wait time that callers endured waiting for an agent to answer the telephone after being placed in the queue by the ACD.

Average caller hold time in SECONDS while on phone with an agent: [ ]

The sum total of all hold time, divided by the number of calls placed on hold for the same time.

Percent of calls transferred by an agent (%): [ ] %

The total number of calls that were transferred by agents (due to their inability to properly handle the call for whatever reason) divided by the total number of unique calls handled by agents.

Calls resolved on first call in percent (FCR) (%): [ ] %

This is the percentage of calls that were completely resolved during the course of the first inbound call initiated by the customer, and therefore do not require a callback.

Estimated average Cost Per Inbound Call: $ [ ]

Include total of all Agent and IVR handled calls

Outbound Call Metrics

Average annual agent completed Outbound Calls: [ ]

This is the total number of Outbound Phone calls generated by your agents annually.

Average talk time per Outbound Call in minutes: [ ]

Average after call work time per Outbound Call in minutes: [ ]

Estimated average cost per Outbound Call: $ [ ]

Email Metrics

Average annual volume of E-mail handled by agents: [ ]

Average speed of answer in HOURS (use decimal if necessary): [ ]

This is the average time to respond to an E-mail.

Average total handle time per E-mail session in MINUTES: [ ]

This is the total time including after work time to process an E-mail transaction.

Average first-contact E-mail resolution rate in PERCENT (%): [ ] %

Estimated average cost per E-mail: [$]

Web Chat Metrics

Average annual volume of Web Chats handled: [ ]

Average speed of answer in SECONDS (use decimal if necessary): [ ]

Average total handle time per Web Chat session in MINUTES: [ ]

This is the total time including after work time to process a web chat transaction

Average first-contact Web Chat resolution rate in PERCENT (%): [ ] %

Estimated average cost per Web Chat: [$]

SMS Text Message Metrics

Average annual volume of SMS Text Messages handled: [   ]

Average speed of answer in SECONDS (use decimal if necessary): [   ]

Average total handle time per SMS Text Messages session in MINUTES: [   ]

This is the total time including after work time to process a web chat transaction

Average first-contact SMS Text Message resolution rate in PERCENT (%): [   ] %

Estimated average cost per SMS Text Message: [$]

Customer/Agent Satisfaction

Do You Conduct Formal Customer Satisfaction Survey:

[   ] Yes

[   ] No

Method of Collection of Customer Satisfaction:

[   ] After Call IVR Survey

[   ] Follow Up Outbound Call

[   ] Follow Up Email Survey

[   ] Follow Up Mail Survey

[   ] Follow Up Other:

[   ] We do not collect

Customer Satisfaction Scores (%) based on 5 Top Box (Very Satisfied) and 1 Bottom box (Very Dissatisfied):

_____ %	Very Satisfied
_____ %	Satisfied
_____ %	Neutral
_____ %	Dissatisfied
_____ %	Very Dissatisfied

Total: _____ %

Do you Collect *Net Promoter Score*?:

☐ Yes

☐ No

What is your Average *Net Promoter Score* for the past 12 months?: _____

Do you Collect *Customer Effort Score*?:

☐ Yes

☐ No

What is your Average *Customer Effort Score* for the past 12 months?: _____

Do You Conduct Formal Agent Satisfaction Survey:

☐ Yes

☐ No

Agent Satisfaction (%)

___ %	Very Satisfied
___ %	Satisfied
___ %	Neutral
___ %	Dissatisfied
___ %	Very Dissatisfied
Total: ___ %	

Thank you for participating in this research!

Please save this document and E-mail it back to Research@BenchmarkPortal.com.

BenchmarkPortal Research Team will validate, and only accepted data will receive:

- A $100 Amazon Gift Card
- Entered into the Ooni Pizza Oven Raffle
- a chance to win an award in our Top Contact Center Awards, which is determined on the basis of your metrics (17 categories, so there are many chances to win!).