

2015 Global Contact Centre Benchmarking Report

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The 2015 Global Contact Centre Benchmarking Report highlights a dramatic evolution in the industry, as digital interaction continues its explosive growth as contact method. The graph below provides a more detailed breakdown of this shift. Going digital ☐ the industry is massively unprepared:

2015 global contact centre benchmarking report

of the 2015 Global Contact Centre Benchmarking Report confirm a continued, dramatic change. Digital contact ☐ in the form of email, web chat, social media, and self-service channels ☐ continues to expand prolifically as a popular engagement method. This change strikes at the heart of tradition. It means that more and more contact centre customers around the world no longer

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Benchmarking | CCMA

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Following this guidance, the IPA published a benchmarking capability tool which supports organisations to measure and improve their benchmarking capability against industry best practice ...

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Contact Center Benchmarking

The Dimension Data Global Contact Centre Benchmarking Report, first published in 1997, is widely acknowledged as the industry's most authoritative source of information, guidance and insight, and

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attracts participation from organisations across business and the public sector. The 2016 survey is open from now until 30 November 2015 and can be accessed and completed online here.

Contact Centre Benchmarking Report - Contact-Centres.com

Benchmarking is a critical step to understanding the cost gaps that drive competitive performance. To learn more about how Deloitte can help, visit www.deloitte.com/us/benchmarking or contact us directly. Richard T. Roth, Principal Deloitte Global Benchmarking Center +1 404 942 6719 riroth@deloitte.com
Our database currently spans 18 industries:

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