



6

OF THE MOST COMMON APPROACHES TO CALL CENTER ANALYTICS



CALL CENTER SPEECH ANALYTICS

- Involves monitoring calls in real time
- Helps companies make process improvements, such as moving to a call script



CALL CENTER TEXT ANALYTICS

- Review and monitor written messages sent to customers
- Analyze messages customer send to the company



PREDICTIVE ANALYTICS

- Review past performance to apply solutions to upcoming problems
- One example: How many call agents will the company need staffed on Christmas Day?



SELF-SERVICE ANALYTICS

- Help customers fix things themselves, such as updating their address
- Provide self-service options to free agents up for more intensive customer service needs



CALL CENTER DESKTOP ANALYTICS

- In-depth analytics of the agent's activities on their computer when resolving issues helps determine inefficiencies
- Can lead to significant process improvements



CROSS-CHANNEL ANALYTICS

- Determine which customer service channels customers are using
- Tailor resolutions to how customers already interact with the company

Call Center Guide

**Richard Feinberg, Ko de Ruyter, Lynne
Bennington**

Call Center Guide:

Call Centers For Dummies Real Bergevin, Afshan Kinder, Winston Siegel, Bruce Simpson, 2010-05-11 Tips on making your call center a genuine profit center In North America call centers are a 13 billion business employing 4 million people For managers in charge of a call center operation this practical user friendly guide outlines how to improve results measurably following its principles of revenue generation efficiency and customer satisfaction In addition this new edition addresses many industry changes such as the new technology that s transforming today s call center and the location neutral call center It also helps readers determine whether it s cost efficient to outsource operations and looks at the changing role and requirements of agents The ultimate call center guide now revised and updated The authors have helped over 60 companies improve the efficiency and effectiveness of their call center operations Offers comprehensive guidance for call centers of all sizes from 20 person operations to multinational businesses With the latest edition of Call Centers For Dummies managers will have an improved arsenal of techniques to boost their center s bottom line The Call Center Handbook Keith Dawson, 2003-11-20 Need to know how to buy a phone switch for your call center How to measure the productivity of agents How to choose from two cities that both want your center No problem The Call Center Handbook is a complete guide to starting running and im The Call Center Handbook Keith Dawson, 2007-03-30 **Call Center Interview Questions and Answers: The Guide Handbook** Chetan Singh, Call Center Interview Questions and Answers The Guide Handbook is the ultimate resource for anyone looking to ace their call center job interview This comprehensive guide is packed with practical tips and strategies for preparing for the interview answering common and behavioral questions and tackling technical questions with confidence The book begins by providing an overview of call center roles and responsibilities highlighting the importance of call center interviews and outlining key strategies for preparing for the interview It then dives into a wide range of interview questions including common questions behavioral questions and technical questions related to call center software and tools Throughout the book readers will find sample answers to each question along with detailed explanations and tips for tailoring their responses to fit the specific needs of the company and the job they re applying for The book also includes a glossary of call center terminology allowing readers to familiarize themselves with key industry terms and concepts With Call Center Interview Questions and Answers The Guide Handbook in hand readers will feel confident and prepared as they head into their call center job interviews Whether you re a seasoned professional or just starting out in the industry this book is an essential resource for anyone looking to succeed in the competitive world of call center customer service The Call Center Handbook Keith Dawson, 2003-11-20 Need to know how to buy a phone switch for your call center How to measure the productivity of agents How to choose from two cities that both want your center No problem The Call Center Handbook is a complete guide to starting running and im *ICMI's Pocket Guide to Call Center Management Terms* Brad Cleveland, 2004-07-01 *ICMI's Pocket Guide to Call Center Management Terms* is a convenient portable reference

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