

Contact Center Management Mastery Series - eBook 4 on Mastering Key Performance Indicators

**Insight Chapter 1: Metrics that Matter to You**

What metrics are you currently measuring?

Efficiency Metrics You Track (Cost-related)

Effectiveness Metrics You Track (Quality-related)

Classification Metrics You Track

How often do you measure and track them?

**Insight Chapter 2: Metrics Love Stories**

Do you have an example of where analysis of your metrics resulted in improvement? Please consider emailing to me: [BruceBelfiore@BenchmarkPortal.com](mailto:BruceBelfiore@BenchmarkPortal.com). Thank you!

**Insight Chapter 3:**

See next tab: Simplified Metrics Calculator (limited demo)

**Insight Chapter 4: Accountability**

What might you consider doing differently as a result of this eBook?

Metrics you may start to follow:

Metrics you will stop following going forward:

Processes you may investigate further:

Investments for which you may request budget:

Other items: