Contact Center Management Mastery Series - Mastering Benchmarking

| Insight Chapter 4: Follow-up Measurement |
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| Focus Metrics: |
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| Actions Taken: |
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| Resulting improvement in Metrics: |
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| Calculations of finanial value: |
| (will need to be geared to specific metrics. Call us to discuss assistance) |
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| Improvement in customer satisfaction: |
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