
KPI suggestions

Posted by basilrom - 2008/02/29 01:31

Contact centers do use a lot of different KPIs on the key performance area "Productivity" or "Efficiency". The experiences are not always positive, like targeting on the AHT or for example Occupancy. Please tell me your experiences!

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Re:KPI suggestions

Posted by Toby Younis - 2008/06/19 17:43

Toby Younis recommends these expert(s) on this topic:
Melissa Caroline Young

Ms. Young runs one of the several the inbound emergency call centers for FEMA and is part of a team the establishes, collects, and manages to a broad variety of metrics.

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Re:KPI suggestions

Posted by Ben Hendrix - 2008/06/19 17:44

There must be another way. I measure adaptability, effort and improvement. It must result in a sale whether now or later. AHT has very little to do with it if it results in a sale!

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