

# FREE EBOOK 2015 GLOBAL CONTACT CENTRE BENCHMARKING REPORT (READ ONLY)

IN THIS 2021 REPORT TALKDESK FOCUSES ON CALL CENTER KPI BENCHMARKS BY INDUSTRY FROM A SAMPLE SIZE OF MORE THAN 2200 CONTACT CENTERS CAPTURE CUSTOMER EMOTIONS IN REAL TIME THROUGHOUT THE INTERACTION WITH TALKDESK MOOD INSIGHTS THE NEW 2024 KPI BENCHMARKING REPORT COMPARES A SAMPLE OF NEARLY 3 000 CONTACT CENTERS WORLDWIDE UNCOVERING HOW AI IMPACTS PERFORMANCE CAPTURE CUSTOMER EMOTIONS IN REAL TIME THROUGHOUT THE INTERACTION WITH TALKDESK MOOD INSIGHTS FEATURING PROPRIETARY DATA THE 2021 TALKDESK GLOBAL CONTACT CENTER KPI BENCHMARKING REPORT ANALYZES THE IMPACT OF 2020 S TURBULENCE ON CONTACT CENTER PERFORMANCE ACROSS FIVE OPERATIONAL METRICS APPLICABLE TO EVERY INDUSTRY PREPARED USING DATA FROM APQC S OPEN STANDARDS BENCHMARKING IN CONTACT CENTERS THIS COLLECTION HIGHLIGHTS KEY PERFORMANCE INDICATORS KPI FOR THIS PROCESS GROUP ACROSS ALL INDUSTRIES ORGANIZATIONS CAN USE THIS INFORMATION TO BENCHMARK AND CONTINUOUSLY IMPROVE THEIR CONTACT CENTERS PROCESSES BENCHMARKING INVOLVES MEASURING YOUR CALL CENTER AGAINST GLOBAL STANDARDS TO ANALYZE ITS PERFORMANCE YOU LL BE ABLE TO IDENTIFY WHAT AREAS YOU NEED TO IMPROVE ON AND TAKE THE REQUIRED STEPS TO BOOST PERFORMANCE FEATURING OUR PROPRIETARY DATA THE BRAND NEW KPI BENCHMARKING REPORT ANALYSES THE IMPACT OF THE TURBULENCE OF 2020 ON CONTACT CENTRE PERFORMANCE ACROSS FIVE OPERATIONAL METRICS APPLICABLE TO EVERY INDUSTRY WHAT YOU WILL LEARN THE IMPORTANCE AND BENEFITS OF BENCHMARKING HOW CONTACT CENTRE METRICS CHANGED DURING 2020 COMPARED TO 2019 CONTACT CENTRE BENCHMARKING IS THE STRUCTURED AND SYSTEMATIC PROCESS OF CONTINUOUSLY IDENTIFYING EXAMINING DEPLOYING AND REVIEWING CONTACT CENTRE BEST PRACTICES TO GAIN AND MAINTAIN A COMPETITIVE ADVANTAGE CONTACT CENTER INDUSTRY REPORTS OUR 41 KPI INDUSTRY BENCHMARK REPORTS CONTAIN INFORMATION DRAWN FROM BENCHMARKPORTAL S FLAGSHIP BENCHMARKING SURVEY WHICH IS THE ACKNOWLEDGED INDUSTRY STANDARD FOR CONTACT CENTER BENCHMARKING DOWNLOAD SAMPLE REPORT CONTACT CENTER KPI BENCHMARKING IS A SYSTEMATIC PROCESS OF COMPARING AND MEASURING AN ORGANIZATION S PERFORMANCE AGAINST INDUSTRY BEST PRACTICES OR TOP PERFORMING PEERS BY IDENTIFYING AREAS OF STRENGTH AND OPPORTUNITIES FOR IMPROVEMENT BENCHMARKING ENABLES CONTACT CENTERS TO SET REALISTIC PERFORMANCE GOALS OPTIMIZE PROCESSES AND DELIVER BENCHMARKING REPORT EXAMINES THE IMPORTANCE OF SETTING AND MEASURING KEY PERFORMANCE INDICATORS AND ALLOWS YOU TO LEARN HOW YOUR INDUSTRY AND COMPANY ARE PERFORMING READ MORE TO DISCOVER THE PRESCRIPTIVE MEASURES THAT CAN MAKE YOUR CONTACT CENTER READY FOR THE CHALLENGES THAT LIE AHEAD OUR THEME FOR THIS YEAR S REPORT THE CONNECTED CUSTOMER DELIVERING AN EFFORTLESS EXPERIENCE SUMS UP THE NECESSITY OF GETTING CX RIGHT IN EVERY AREA OF THE ORGANIZATION ON EVERY MODALITY ACROSS THE VALUE CHAIN WHICH MAY WELL INVOLVE EXTERNAL PROVIDERS TOO HERE ARE CALL CENTER STATISTICS ON CUSTOMER EXPERIENCE AND EXPECTATIONS BASED ON REPLICANT S 2021 SURVEY HUBSPOT S 2022 REPORT AND SALESFORCE S 2022 REPORT 1 91 OF CONSUMERS REPORTED POOR CUSTOMER SERVICE IN 2021 2 88 FEEL THAT THE EXPERIENCE A COMPANY PROVIDES IS AS IMPORTANT AS ITS PRODUCT OR SERVICES OUR BENCHMARK REPORTS HAVE BEEN USED BY CONTACT CENTER MANAGERS AROUND THE WORLD TO A ESTABLISH AN OBJECTIVE BASELINE OF CURRENT PERFORMANCE AGAINST INDUSTRY PEERS B IDENTIFY STRENGTHS TO BE CULTIVATED AND WEAKNESSES TO BE ADDRESSED C CREATE ROADMAPS FOR IMPROVEMENT THE GLOBAL CONTACT CENTRE BENCHMARKING REPORT IS CONTINUALLY REGARDED AS THE INDUSTRY S MOST INSIGHTFUL RESEARCH REPORT IT CONTAINS MORE THAN 700 DATA POINTS ON EVERY ASPECT AFFECTING TODAY S CONTACT CENTRES FIND OUT HOW YOU CAN LEAD FROM THE NEW CX BASELINE BY DOWNLOADING OUR 2021 GLOBAL CUSTOMER EXPERIENCE BENCHMARK REPORT BELOW THIS YEAR S REPORT INCLUDES RESEARCH FROM GLOBAL ORGANIZATIONS AS WELL AS GLOBAL CONSUMERS AND COMMENTARY FROM OUR REGIONAL CX EXPERTS 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 ATTRACTS PARTICIPATION FROM ORGANISATIONS ACROSS BUSINESS AND THE PUBLIC SECTOR THE CCMA BENCHMARK IS AN OPPORTUNITY FOR YOU TO ASSESS YOUR CONTACT CENTRE PERFORMANCE AGAINST 25 CORE METRICS YOU WILL RECEIVE A PERSONALISED REPORT ON HOW YOU COMPARE WITH YOUR PEERS IT S AN EXCLUSIVE CCMA MEMBER BENEFIT PLEASE PRE REGISTER YOUR INTEREST TO PARTICIPATE CONNECTED CUSTOMER JOURNEYS AND EASE OF RESOLUTION NOW TOP FOCUS AS MOST CENTRES LOOK TO OFFER 9 OR MORE CHANNEL OFFERINGS CUSTOMER JOURNEY MAPPING EMERGING AS A TOP 5 YEAR TREND ALONGSIDE ANALYTICS THAT WILL RE SHAPE INDUSTRY FOR NOW JUST 17 CAN LOCATE PROBLEM HOTSPOTS FIND THE CIS BENCHMARK YOU RE LOOKING FOR STEP 1 SELECT YOUR TECHNOLOGY CHOOSE FROM OPERATING SYSTEMS CLOUD PROVIDERS NETWORK DEVICES AND MORE STEP 2 IF APPLICABLE SELECT A SUBCATEGORY FOR YOUR TECHNOLOGY SOME OF THE TECHNOLOGIES HAVE SUBCATEGORIES THAT CAN HELP YOU NARROW DOWN YOUR SEARCH EVEN FURTHER STEP 3 THE THIRTY FIFTH EDITION OF THE GLOBAL FINANCIAL CENTRES INDEX GFCI 35 WAS PUBLISHED ON 21 MARCH 2024 GFCI 35 PROVIDES EVALUATIONS OF FUTURE COMPETITIVENESS AND RANKINGS FOR 121 FINANCIAL CENTRES AROUND THE WORLD

## ***CALL CENTER KPI BENCHMARKING BY INDUSTRY 2021 INFOGRAPHIC***

MAY 12 2024

IN THIS 2021 REPORT TALKDESK FOCUSES ON CALL CENTER KPI BENCHMARKS BY INDUSTRY FROM A SAMPLE SIZE OF MORE THAN 2200 CONTACT CENTERS CAPTURE CUSTOMER EMOTIONS IN REAL TIME THROUGHOUT THE INTERACTION WITH TALKDESK MOOD INSIGHTS

## **CONTACT CENTER KPI BENCHMARKING REPORT 2024 TALKDESK**

APR 11 2024

THE NEW 2024 KPI BENCHMARKING REPORT COMPARES A SAMPLE OF NEARLY 3 000 CONTACT CENTERS WORLDWIDE UNCOVERING HOW AI IMPACTS PERFORMANCE CAPTURE CUSTOMER EMOTIONS IN REAL TIME THROUGHOUT THE INTERACTION WITH TALKDESK MOOD INSIGHTS

## **A STEP BY STEP GUIDE TO CONTACT CENTER BENCHMARKING TALKDESK**

MAR 10 2024

FEATURING PROPRIETARY DATA THE 2021 TALKDESK GLOBAL CONTACT CENTER KPI BENCHMARKING REPORT ANALYZES THE IMPACT OF 2020 S TURBULENCE ON CONTACT CENTER PERFORMANCE ACROSS FIVE OPERATIONAL METRICS APPLICABLE TO EVERY INDUSTRY

## ***CONTACT CENTER KEY BENCHMARKS APQC***

FEB 09 2024

PREPARED USING DATA FROM APQC S OPEN STANDARDS BENCHMARKING IN CONTACT CENTERS THIS COLLECTION HIGHLIGHTS KEY PERFORMANCE INDICATORS KPI FOR THIS PROCESS GROUP ACROSS ALL INDUSTRIES ORGANIZATIONS CAN USE THIS INFORMATION TO BENCHMARK AND CONTINUOUSLY IMPROVE THEIR CONTACT CENTERS PROCESSES

## **HOW TO PERFORM CALL CENTER BENCHMARKING STEP BY STEP GUIDE**

JAN 08 2024

BENCHMARKING INVOLVES MEASURING YOUR CALL CENTER AGAINST GLOBAL STANDARDS TO ANALYZE ITS PERFORMANCE YOU LL BE ABLE TO IDENTIFY WHAT AREAS YOU NEED TO IMPROVE ON AND TAKE THE REQUIRED STEPS TO BOOST PERFORMANCE

## ***2021 CONTACT CENTRE KPI BENCHMARKING REPORT CALL CENTRE HELPER***

DEC 07 2023

FEATURING OUR PROPRIETARY DATA THE BRAND NEW KPI BENCHMARKING REPORT ANALYSES THE IMPACT OF THE TURBULENCE OF 2020 ON CONTACT CENTRE PERFORMANCE ACROSS FIVE OPERATIONAL METRICS APPLICABLE TO EVERY INDUSTRY WHAT YOU WILL LEARN THE IMPORTANCE AND BENEFITS OF BENCHMARKING HOW CONTACT CENTRE METRICS CHANGED DURING 2020 COMPARED TO 2019

## ***A STEP BY STEP GUIDE TO CONTACT CENTRE BENCHMARKING***

Nov 06 2023

CONTACT CENTRE BENCHMARKING IS THE STRUCTURED AND SYSTEMATIC PROCESS OF CONTINUOUSLY IDENTIFYING EXAMINING DEPLOYING AND REVIEWING CONTACT CENTRE BEST PRACTICES TO GAIN AND MAINTAIN A COMPETITIVE ADVANTAGE

## **COMPREHENSIVE CONTACT CENTER INDUSTRY REPORTS BENCHMARKPORTAL**

Oct 05 2023

CONTACT CENTER INDUSTRY REPORTS OUR 41 KPI INDUSTRY BENCHMARK REPORTS CONTAIN INFORMATION DRAWN FROM BENCHMARKPORTAL S FLAGSHIP BENCHMARKING SURVEY WHICH IS THE ACKNOWLEDGED INDUSTRY STANDARD FOR CONTACT CENTER BENCHMARKING DOWNLOAD SAMPLE REPORT

## **MASTERING CONTACT CENTER KPI BENCHMARKING FOR SUCCESS**

Sep 04 2023

CONTACT CENTER KPI BENCHMARKING IS A SYSTEMATIC PROCESS OF COMPARING AND MEASURING AN ORGANIZATION S PERFORMANCE AGAINST INDUSTRY BEST PRACTICES OR TOP PERFORMING PEERS BY IDENTIFYING AREAS OF STRENGTH AND OPPORTUNITIES FOR IMPROVEMENT BENCHMARKING ENABLES CONTACT CENTERS TO SET REALISTIC PERFORMANCE GOALS OPTIMIZE PROCESSES AND DELIVER

## **2020 TALKDESK CONTACT CENTER KPI BENCHMARKING REPORT**

Aug 03 2023

BENCHMARKING REPORT EXAMINES THE IMPORTANCE OF SETTING AND MEASURING KEY PERFORMANCE INDICATORS AND ALLOWS YOU TO LEARN HOW YOUR INDUSTRY AND COMPANY ARE PERFORMING READ MORE TO DISCOVER THE PRESCRIPTIVE MEASURES THAT CAN MAKE YOUR CONTACT CENTER READY FOR THE CHALLENGES THAT LIE AHEAD

## **2020 GLOBAL CUSTOMER EXPERIENCE BENCHMARKING REPORT**

Jul 02 2023

OUR THEME FOR THIS YEAR S REPORT THE CONNECTED CUSTOMER DELIVERING AN EFFORTLESS EXPERIENCE SUMS UP THE NECESSITY OF GETTING CX RIGHT IN EVERY AREA OF THE ORGANIZATION ON EVERY MODALITY ACROSS THE VALUE CHAIN WHICH MAY WELL INVOLVE EXTERNAL PROVIDERS TOO

## ***CALL CENTER BENCHMARK STATISTICS 2022 10 METRICS TO TRACK***

JUN 01 2023

HERE ARE CALL CENTER STATISTICS ON CUSTOMER EXPERIENCE AND EXPECTATIONS BASED ON REPLICANT S 2021 SURVEY HUBSPOT S 2022 REPORT AND SALESFORCE S 2022 REPORT 1 91 OF CONSUMERS REPORTED POOR CUSTOMER SERVICE IN 2021 2 88 FEEL THAT THE EXPERIENCE A COMPANY PROVIDES IS AS IMPORTANT AS ITS PRODUCT OR SERVICES

## **CONTACT CENTER BENCHMARK REPORT**

APR 30 2023

OUR BENCHMARK REPORTS HAVE BEEN USED BY CONTACT CENTER MANAGERS AROUND THE WORLD TO A ESTABLISH AN OBJECTIVE BASELINE OF CURRENT PERFORMANCE AGAINST INDUSTRY PEERS B IDENTIFY STRENGTHS TO BE CULTIVATED AND WEAKNESSES TO BE ADDRESSED C CREATE ROADMAPS FOR IMPROVEMENT

## **DIMENSION DATA GLOBAL CONTACT CENTRE BENCHMARKING REPORT**

MAR 30 2023

THE GLOBAL CONTACT CENTRE BENCHMARKING REPORT IS CONTINUALLY REGARDED AS THE INDUSTRY S MOST INSIGHTFUL RESEARCH REPORT IT CONTAINS MORE THAN 700 DATA POINTS ON EVERY ASPECT AFFECTING TODAY S CONTACT CENTRES

## **CROSSING THE CX DIVIDE NTT**

FEB 26 2023

FIND OUT HOW YOU CAN LEAD FROM THE NEW CX BASELINE BY DOWNLOADING OUR 2021 GLOBAL CUSTOMER EXPERIENCE BENCHMARK REPORT BELOW THIS YEAR S REPORT INCLUDES RESEARCH FROM GLOBAL ORGANIZATIONS AS WELL AS GLOBAL CONSUMERS AND COMMENTARY FROM OUR REGIONAL CX EXPERTS

## **CONTACT CENTRE BENCHMARKING REPORT CONTACT CENTRES COM**

JAN 28 2023

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 ATTRACTS PARTICIPATION FROM ORGANISATIONS ACROSS BUSINESS AND THE PUBLIC SECTOR

## CCMA BENCHMARK CCMA

DEC 27 2022

THE CCMA BENCHMARK IS AN OPPORTUNITY FOR YOU TO ASSESS YOUR CONTACT CENTRE PERFORMANCE AGAINST 25 CORE METRICS YOU WILL RECEIVE A PERSONALISED REPORT ON HOW YOU COMPARE WITH YOUR PEERS IT S AN EXCLUSIVE CCMA MEMBER BENEFIT PLEASE PRE REGISTER YOUR INTEREST TO PARTICIPATE

## ***DIMENSION DATA S 2016 GLOBAL CONTACT CENTRE BENCHMARKING REPORT***

Nov 25 2022

CONNECTED CUSTOMER JOURNEYS AND EASE OF RESOLUTION NOW TOP FOCUS AS MOST CENTRES LOOK TO OFFER 9 OR MORE CHANNEL OFFERINGS CUSTOMER JOURNEY MAPPING EMERGING AS A TOP 5 YEAR TREND ALONGSIDE ANALYTICS THAT WILL RE SHAPE INDUSTRY FOR NOW JUST 17 CAN LOCATE PROBLEM HOTSPOTS

## CIS BENCHMARKS

OCT 25 2022

FIND THE CIS BENCHMARK YOU RE LOOKING FOR STEP 1 SELECT YOUR TECHNOLOGY CHOOSE FROM OPERATING SYSTEMS CLOUD PROVIDERS NETWORK DEVICES AND MORE STEP 2 IF APPLICABLE SELECT A SUBCATEGORY FOR YOUR TECHNOLOGY SOME OF THE TECHNOLOGIES HAVE SUBCATEGORIES THAT CAN HELP YOU NARROW DOWN YOUR SEARCH EVEN FURTHER STEP 3

## THE GLOBAL FINANCIAL CENTRES INDEX LONG FINANCE

SEP 23 2022

THE THIRTY FIFTH EDITION OF THE GLOBAL FINANCIAL CENTRES INDEX GFCI 35 WAS PUBLISHED ON 21 MARCH 2024 GFCI 35 PROVIDES EVALUATIONS OF FUTURE COMPETITIVENESS AND RANKINGS FOR 121 FINANCIAL CENTRES AROUND THE WORLD

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