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The 2015 Global Contact Centre Benchmarking Report highlights a dramatic evolution in the industry, as digital interaction continues its explosive growth as contact method. The graph below provides a more detailed breakdown of this shift. Going digital □ the industry is massively unprepared:

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of the 2015 Global Contact Centre Benchmarking Report confirm a continued, dramatic change. Digital contact □ in the form of email, web chat, social media, and self-service channels □ continues to expand prolifically as a popular engagement method. This change strikes at the heart of tradition. It means that more and more contact centre customers around the world no longer

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Benchmarking | CCMA

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NEW YORK, Feb. 24, 2015 /PRNewswire/ -- Dimension Data, the \$6.7 billion (USD) global ICT services and solutions provider, today announced the results of its 2015 Global Contact Center Benchmarking...

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Following this guidance, the IPA published a benchmarking capability tool which supports organisations to measure and improve their benchmarking capability against industry best practice ...

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Best Practice in Benchmarking - GOV.UK

We introduce a number of key considerations for contact centre benchmarking, which will help you draw greater insight from your metrics. Benchmark Your Metrics Against Key Goals Before we start to think about benchmarking our performance, whether that's internally.

Contact Centre Benchmarking - How to Get More From Your ...

Benchmarking BenchmarkPortal is recognized worldwide as the leader in contact center benchmarking, with the largest database of contact center metrics and the most advanced tools for benchmarking analytics. We are truly the global one-stop shop for contact center benchmarking.

Contact Center Benchmarking

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 2016 survey is open from now until 30 November 2015 and can be accessed and completed online here.

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Benchmarking is a critical step to understanding the cost gaps that drive competitive performance. To learn more about how Deloitte can help, visit www.deloitte.com/us/benchmarking or contact us directly. Richard T. Roth, Principal Deloitte Global Benchmarking Center +1 404 942 6719 riroth@deloitte.com Our database currently spans 18 industries:

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In Deloitte's third survey of global contact centers since 2013, leaders representing more than 450 contact centers weigh in on how their businesses will change in the coming years. View the 2017 Global Contact Center Survey webcast. Download PDF 2017 global contact center survey. Download print ...

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