

National Benchmarking Project

...You Talk, We Listen

November 1st, 2009

Our Mission

Contact Centre Industry Benchmarking

To develop a benchmarking approach and tool that will help Canadian Contact Centre industry organizations achieve success individually and as a sector.

This Fall's Campaign

Fall 2009 Industry Consultation Campaign

Industry consultations will be held across the country to help us identify key performance drivers for contact centre organizations, and gather input towards the development of a world class benchmarking tool. The commitment is expected to be only a few hours and an excellent networking opportunity. Participants will be able to help shape the development of the program, and have an early opportunity to participate in the benchmarking project.

National Industry Consultations

Nominate a National Contact Centre Consultation Participant

We are looking for participants from across Canada, including contact centre organizations from a variety of industry sectors, sizes and purposes. If contact centre operations are important for the success of your business and you are focused on improving their customer experience and quality of service, chances are you are an excellent candidate. We are looking for focus group participants who are regularly using performance measures and benchmarks to make management decisions about contact centre operations (directors of operations, site managers, HR managers, etc).

Please let us know by November 16th if you are interested in participating. Dates for the industry consultation sessions are indicated below.

Contacts and Logistics

Industry Consultation Contacts:

Jessica Eden, Deloitte
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Sandra Sherwood, Contact Centre Canada
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Tito Rico, Deloitte
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Who to Contact?

Should you have any questions about the Industry consultation schedules or want to participate in your city Industry consultation session, please contact Jessica Eden or Tito Rico.

Schedule

Week of November 23rd: Halifax, Saint John NB, St. John's NFLD

Week of November 30th: Vancouver, Calgary, Winnipeg

Week of December 7th: Toronto, Montreal

Logistics will be forwarded closer to the session dates.