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overview of the state of multichannel interactions, and customer management in contact centres. It is widely acknowledged as the most useful, authoritative and comprehensive research study of its kind.

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NEW YORK, Feb. 24, 2015

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which supports organisations to measure and improve their benchmarking capability against industry best practice ...

Best Practice in Benchmarking - GOV.UK
We introduce a number of key considerations for contact centre benchmarking, which will help you draw

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Benchmark Your Metrics Against Key Goals Before we start to think about benchmarking our performance, whether that's internally.

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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

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participation from organisations across
business and the public sector. The 2016
survey is open from now until 30
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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

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riroth@deloitte.com Our database
currently spans 18 industries:

Deloitte's Global Benchmarking Center
In Deloitte's third survey of global contact
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