

Call Center Workforce Management (Call Center Fundamentals Series Book 1)

New technology and best practices to turn your contact center into a revenue generator.

Everyone knows that the best way to create customer loyalty is with service so good, so over the top, that it surprises and delights. But what if everyone is wrong? In their acclaimed bestseller The Challenger Sale, Matthew Dixon and his colleagues at CEB busted many longstanding myths about sales. Now they've turned their research and analysis to a new vital business subject—customer loyalty—with a new book that turns the conventional wisdom on its head. The idea that companies must delight customers by exceeding service expectations is so entrenched that managers rarely even question it. They devote untold time, energy, and resources to trying to dazzle people and inspire their undying loyalty. Yet CEB's careful research over five years and tens of thousands of respondents proves that the "dazzle factor" is wildly and simply doesn't predict repeat sales, share of wallet, or positive word-of-mouth. The reality: Loyalty is driven by how well a company delivers on its basic promises and solves day-to-day problems, not on how spectacular its service experience might be. Most customers don't want to be "wowed"; they want an effortless experience. And they are far more likely to punish you for bad service than to reward you for good service. If you put on your customer hat rather than your manager or marketer hat, this makes a lot of sense. What do you really want from your cable company, a free month of HBO when it screws up or a fast, painless restoration of your connection? What about your bank—do you want free cookies and a cheerful smile, even a personal relationship with your teller? Or just a quick in-and-out transaction and an easy way to get a refund when it accidentally overcharges on fees? The Effortless Experience takes readers on a fascinating journey deep inside the customer experience to reveal what really makes customers loyal—and disloyal. The authors lay out the four key pillars of a low-effort customer experience, along the way delivering robust data, shocking insights and profiles of companies that are already using the principles revealed by CEB's research, with great results. And they include many tools and templates you can start applying right away to improve service, reduce costs, decrease customer churn, and ultimately generate the elusive loyalty that the "dazzle factor" fails to deliver. The rewards are there for the taking, and the pathway to achieving them is now clearly marked. The Future of Nursing explores how nurses' roles, responsibilities, and education should change significantly to meet the increased demand for care that will be created by health care reform and to advance improvements in America's increasingly complex health system. At more than 3 million in number, nurses make up the single largest segment of the health care work force. They also spend the greatest amount of time in delivering patient care as a profession. Nurses therefore have valuable insights and unique abilities to contribute as partners with other health care professionals in improving the quality and safety of care as envisioned in the Affordable Care Act (ACA) enacted this year. Nurses should be fully engaged with other health professionals and assume leadership roles in redesigning care in the United States. To ensure its members are well-prepared, the profession should institute residency training for nurses, increase the percentage of nurses who attain a bachelor's degree to 80 percent by 2020, and double the number who pursue doctorates. Furthermore, regulatory and institutional obstacles — including limits on nurses' scope of practice — should be removed so that the health system can reap the full benefit of nurses' training, skills, and knowledge in patient care. In this book, the Institute of Medicine makes recommendations for an action-oriented blueprint for the future of nursing.

Complete coverage of the critical issues to set up, manage and efficiently maintain a call center.

Global Business Driven HR Transformation: The Journey Continues (Print Edition)

The Complete Guide to Call Center and Customer Support Technology Solutions

Layman's Guide to Workforce Management

Call Center

Succeeding in the New Era of Customer Engagement

Call Center Management on Fast Forward

"Advice from a Call Center Geek: Rethinking Call Center Operations is a field manual for the 21st century contact center. Practical, poignant, and funny, Tom dishes out amazing real-world advice that has made his organization successful. From culture to education to incentives, Tom addresses the key areas to make your contact center world-class!" Paul Herdman Head of Customer Experience NICE inContact Advice From a Call Center Geek takes a look at a new way of running today's high end contact center. Tom Laird, the CEO of award winning Expivia Interaction Marketing, 600 seat BPO call center guides you through the process of developing a world class operation. This book will take you through the process of evaluating and changing your call center's culture, how to look beyond a resume to hire the "right" associates and show you how to educate for quality while maintaining high level management. Advice from a Call Center Geek will make you rethink how the call center manager of today should be looking at running their call center.

Managing and Motivating Contact Center Employees reveals how to boost morale, streamline business processes, and inspire outstanding performance from frontline sales and service staff. This creative and practical book gives instant help to anyone who knows the difficulties of managing in the diverse and dynamic contact center environment.

This book constitutes the proceedings of the 10th International Conference on Exploring Service Science, IESS 2020, held in Porto, Portugal, in February 2020. The 28 papers presented in this volume were carefully reviewed and selected from 42 submissions. The book includes papers that extend the view on different concepts related to the development of the Service Science domain of study, applying them to frameworks, advanced technologies, and tools for the design of new, digitally-enabled service systems. This book is structured in six parts, based on the six main conference themes, as follows: Customer Experience, Data Analytics in Service, Emerging Service Technologies, Service Design and Innovation, Service Ecosystems, and Service Management.

Tips on making your call center a genuine profit center In North America, call centers are a \$13 billion business, employing 4 million people. For managers in charge of a call center operation, this practical, user-friendly guide outlines how to improve results measurably, following its principles of revenue generation, efficiency, and customer satisfaction. In addition, this new edition addresses many industry changes, such as the new technology that's transforming today's call center and the location-neutral call center. It also helps readers determine whether it's cost-efficient to outsource operations and looks at the changing role and requirements of agents. The ultimate call center guide, now revised and updated The authors have helped over 60 companies improve the efficiency and effectiveness of their call center operations Offers comprehensive guidance for call centers of all sizes, from 20-person operations to multinational businesses With the latest edition of Call Centers For Dummies, managers will have an improved arsenal of techniques to boost their center's bottom line.

Conquering the New Battleground for Customer Loyalty

The Effortless Experience

Rethinking Call Center Operations

The Complete Guide to Starting, Running, and Improving Your Call Center

Call Center Rocket Science

Proceedings of the International Symposium for Production Research 2019

Erweitertes Wortliche Management: Ein Baustein f#r einen "best in class" Kundenservice. Dieses Fachbuch schlie#t die L#cke zwischen den gro#en, #berwiegend allgemein gehaltenen Fachb#chern zum Thema Contact Center Management und den wissenschaftlichen Fachb#chern der Themengebiete Forecasting, Planung und Steuerung. Neben zahlreichem Grundlagenwissen und Schritt-f#r-Schritt Anleitungen finden Sie strukturelle und methodische Ans#tze, um ein perfektes Workforce Management zu entwickeln. Aus der PRAXIS - das Fachbuch Workforce Management & Personaleinsatzplanung im Contact Center ist unverzichtbar f#r Fach- und F#hrungskr#fte in Customer Care Centern, die Kundenschnittstellen optimal managen m#chten!

This book discusses the conference that forms a unique platform to bring together academicians and practitioners from industrial engineering and management engineering as well as from other disciplines working on production function applying the tools of operational research and production/operational management. Topics treated include: computer-aided manufacturing, Industry 4.0, big data and analytics, flexible manufacturing systems, fuzzy logic, industrial applications, information technologies in production management, optimization, production economy, production planning and control, productivity and performance management, project management, quality management, risk analysis and management, and supply chain management

This monograph brings together a collection of 14 value sensitive design methods. These methods—along with the heuristics and examples discussed here—go a good distance toward providing tools for engaging substantively with human values in the technical design process.

Need to know how to buy a phone switch for your call center? How to measure the productivity of agents? How to choose from two cities that both want your center? No problem. The Call Center Handbook is a complete guide to starting, running, and im

The Complete, Practical Guide to Workforce Management

Call Center Supervision

Call Center Performance Enhancement Using Simulation and Modeling

A Focus on Customer Service

Occupational Outlook Handbook

Succeeding in Today's Dynamic Inbound Environment

"I once heard it said that running a call center is not rocket science. While you may not need the skills and education of an aerospace engineer, successful call center management does require certain skills and insight."-RANDY RUBINGH Call Center Rocket Science gives practical, hands on advice for today's customer service professionals. Here you will find real world advice on a wide variety of topics essential to effective call center management including: Recruiting and Hiring: How to find great agents, what to look for in a candidate, how to weed out applicants that may not be a good fit, closing the best candidates. Training: How to develop an effective new hire training course that prepares reps to take successfully take calls starting their first day on the floor. Effective Role playing strategies to increase effectiveness of training. Management: Creating a world class culture to motivate and retain your staff. How to look at and understand call center statistics. Call Center Operations: How to handle the day to day activity of a call center, and manage the business without constantly fighting fires. Outsourcing: For outsourcers- tips on how to make your client satisfied and give you more business. For those who outsource there are tips on how to get below the surface to truly understanding the level of service being provided by your service provider. Overall 110 tips that most centers can implement right away and receive immediate benefit of improved operations, and higher levels of employee and customer satisfaction.

A customer service expert offers practical strategies for call center managers who want to inspire their employees to be their best. Gwendolyn Oglesby has built her entire career working in customer service, creating environments and experiences that are as positive for employees as they are for customers. Now Oglesby shares the tools and strategies she has developed for improving customer service skills, managing employees, and building a successful team culture. In Call Center, Oglesby teaches managers how to train, motivate, and encourage employees to reach their full potential. Each chapter features insightful personality profiles and thought-provoking questions about call center dynamics. At the end of the day, customer service is not just about serving the customer; it's about serving your team as well.

You must deliver an amazing customer experience. Why? It is the competitive edge of new-era business—in any market and any economy. Renowned customer experience expert Shep Hyken explains how consistently amazing customers through stellar service can elevate your company from good to great. All transformations require a role model, and Shep has found the perfect role model to inspire your team: Ace Hardware. Ace was named as one of the top ten customer service brands in America by Businessweek and ranked highest in its industry for customer satisfaction. Through revealing stories from Ace's over-the-top work with customers, Shep explores the five tactical areas of customer amazement: leadership, culture, one-on-one, competitive edge, and community. Delivering amazing service requires everyone in your organization to step up and be a leader. It doesn't take a title. It takes the right set of tools and principles. To help you empower employees at all levels, Shep brings the content to a deeply practical level. His 52 Amazement Tools—like "Ask the extra question" and "Focus on the customer, not the money"—are simple, clear, useful for almost anybody, and supported with compelling research and stories. Between these covers, you will find the tools and tactics you need to transform your company into a seriously customer-focused operation that will amaze every customer every time.

How to evaluate the efficiency of your contact center operation, including key benchmarks and metrics relevant to process improvement, customer relationship management, knowledge management, human resources, workforce management, information technology and quality assurance. "Discovery" explains the Areas of Focus (Efficiency, Effectiveness, Capability and Differentiation), Functions (Customer-facing, Support, and Analytics), and Classifications that constitute the basis of a contact centre assessment. "Efficiency" considers aspects of Operations, Workforce Management and Process Management. "Effectiveness" deals with Customer Relationship Management, Knowledge Management, and Quality Assurance. "Capability" delves into Human Resources and Information Technology. "Differentiation" looks at the elements that separate the contact centre from competitors. "Assessment Outputs" explains how to analyse and present the data gathered during the assessment.

Contact Center Management on Fast Forward

How Good is "good Enough"

Call Center Operation

The Seven-Day Weekend

Toward Sustainable Operations of Supply Chain and Logistics Systems

A Guide to Workforce Optimization and Life-Cycle

This book addresses critical issues in today's logistics operations and supply chain management, with a special focus on sustainability. In dedicated chapters the authors address aspects concerning multimode logistics operations, reverse network configuration, forward and reverse supply chain integration, improvement of the production operations and management of the recovery activities, as well as carbon footprint reduction in transportation. Selected best practices from different countries and industries are presented to aid in the implementation of sustainable policies in private enterprises and at public-sector institutions. The book offers a valuable resource for both academics and practitioners who wish to deepen their expertise in the field of logistics operations and management with regard to sustainability issues. The book examines both qualitative and quantitative aspects of sustainable supply chain and logistics operations.

Ricardo Semco thinks that companies ought to put employee freedom and satisfaction ahead of corporate goals. Imagine a company where employees set their own hours; where there are no offices, no job titles, no business plans; where employees get to endorse or veto any new venture; where kids are encouraged to run the halls; and where the CEO lets other people make nearly all the decisions. This company—Semco—actually exists, and despite a seeming recipe for chaos, its revenues have grown from \$35 million to \$160 million in the last six years. It has virtually no staff turnover, and there are no signs that its growth will stop any time soon. How did Semco become wildly successful despite breaking many of the commonly accepted laws of business? In The Seven-Day Weekend, Ricardo Semler shows that for those willing to take a chance, there is a better way to run a workplace. He explains how the technology that was supposed to make life easier—laptops, cell phones, e-mail, pagers—has in fact stolen free time and destroyed the traditional nine-to-five workday. But this can be a good thing—if you have the freedom to get your job done on your own terms and to blend your work life and personal life with enthusiasm and creative energy. Smart bosses will eventually realize that you might be most productive if you work on Sunday afternoon, play golf on Monday morning, go to a movie on Tuesday afternoon, and watch your child play soccer on Thursday. This is a radical book that will challenge the business world to make the seven-day weekend a reality.

This book gives an accessible overview of the role and potential of mathematical optimization in call centers. It deals extensively with all aspects of workforce management, but also with topics such as call routing and the scheduling of multiple channels. It does so without going into the mathematics, but by focusing on understanding its consequences. This way the reader will get familiar with workload forecasting, the Erlang formulas, simulation, and so forth, and learn how to improve call center performance using it. The book is primarily meant for call center professionals involved in planning and business analytics, but also call center managers and researchers will find it useful. There is an accompanying website which contains several online calculators.

This is the only book available today that provides a very readable, step-by-step guide for managing an incoming call center. The book combines theory with practical advice and is filled with over 100 charts and graphs, several case studies and an extensive glossary and index. Readers will learn how to: achieve service level with quality in an era of more transactions, growing complexity and heightened caller expectations; understand the "how" behind best practices; boost caller satisfaction; win top management's support; and discover what separates a good call center from a great one.

The Real-time Contact Center

Amaze Every Customer Every Time

Leading Change, Advancing Health

The Call Center Handbook

Managing and Motivating Contact Center Employees

Workforce Management & Personaleinsatzplanung im Contact Center

For more than 40 years, Computerworld has been the leading source of technology news and information for IT influencers worldwide. Computerworld's award-winning Web site (Computerworld.com), twice-monthly publication, focused conference series and custom research form the hub of the world's largest global IT media network.

The management and design of call centres is increasing in complexity due to advancing technology and rising customer expectations. This guide provides managers with an understanding of the role, value and practical deployment of simulation in the planning, management and analysis of call centres.

Creating Value in Financial Services is a compilation of state-of-the-art views of leading academics and practitioners on how financial service firms can succeed in today's competitive environment. The book is based on two conferences held at New York University: the first, 'Creating Value in Financial Services', held in March 1997, and the second, 'Operations and Productivity in Financial Services', in April 1998. The book is essentially designed to be a compendium of leading edge thinking and practice in the management of financial services firms. There is no book today that has this focus. It contains ideas that can apply to other service industries. Topics addressed are increasingly important worldwide as the financial services industries consolidate and search for innovative new directions and ways to create value in a fiercely competitive environment.

Are you currently doing forecasting and scheduling manually or with the help of spreadsheets? Who is in charge of scheduling in your team? Does your center have an automated workforce management (WFM) system in place to help drive the forecasting and scheduling process? What obstacles constrain sales growth? Does your team use teleworkers (home agents) to help enhance scheduling flexibility/effectiveness? Defining, designing, creating, and implementing a process to solve a challenge or meet an objective is the most valuable role... In EVERY group, company, organization and department. Unless you are talking a one-time, single-use project, there should be a process. Whether that process is managed and implemented by humans, AI, or a combination of the two, it needs to be designed by someone with a complex enough perspective to ask the right questions. Someone capable of asking the right questions and step back and say, 'What are we really trying to accomplish here? And is there a different way to look at it?' This Self-Assessment empowers people to do just that - whether their title is entrepreneur, manager, consultant, (Vice-)President, CXO etc... - they are the people who rule the future. They are the person who asks the right questions to make Contact Center Workforce Management investments work better. This Contact Center Workforce Management All-Inclusive Self-Assessment enables You to be that person. All the tools you need to an in-depth Contact Center Workforce Management Self-Assessment. Featuring 877 new and updated case-based questions, organized into seven core areas of process design, this Self-Assessment will help you identify areas in which Contact Center Workforce Management improvements can be made. In using the questions you will be better able to: - diagnose Contact Center Workforce Management projects, initiatives, organizations, businesses and processes using accepted diagnostic standards and practices - implement evidence-based best practice strategies aligned with overall goals - integrate recent advances in Contact Center Workforce Management and process design strategies into practice according to best practice guidelines Using a Self-Assessment tool known as the Contact Center Workforce Management Scorecard, you will develop a clear picture of which Contact Center Workforce Management areas need attention. Your purchase includes access details to the Contact Center Workforce Management self-assessment dashboard download which gives you your dynamically prioritized projects-ready tool and shows your organization exactly what to do next. You will receive the following contents with New and Updated specific criteria: - The latest quick edition of the book in PDF - The latest complete edition of the book in PDF, which criteria correspond to the criteria in... - The Self-Assessment Excel Dashboard - Example pre-filled Self-Assessment Excel Dashboard to get familiar with results generation - In-depth and specific Contact Center Workforce Management Checklists - Project management checklists and templates to assist with implementation INCLUDES LIFETIME SELF ASSESSMENT UPDATES Every self assessment comes with Lifetime Updates and Lifetime Free Updated Books. Lifetime Updates is an industry-first feature which allows you to receive verified self assessment updates, ensuring you always have the most accurate information at your fingertips.

Advice from a Call Center Geek

Strategies, Operations and Technologies

Exploring Service Science

Call Center Benchmarking

Conducting a Contact Center Assessment

Diary of a Workforce Manager

Managing Technology and Middle- and Low-Skilled Employees explores the rapidly changing use of digital and systems innovations in the management of specific sectors of the workforce in the modern workplace across different industrial contexts.

Executives are starting to recognize the potential of the call centre as a significant revenue generator, perhaps one of the surest investments they can make in enhancing and creating customer value and bottom-line profits. This guide describes in practical terms the ins and outs of benchmarking.

The second edition of this popular ebook contains updated information, better format, and answer keys to the activities. It also presents new chapters focusing on non-voice-accounts and problem solving techniques to various problems in managing workforce... How to determine your agents per day and per hour?... Is getting 100% service level a good idea?... How can you improve your sales or collections with workforce management?

Every customer-facing corporation has at least one call center. In the United States, call centers handle a billion calls per year. Call Center Operation gives you complete coverage of the critical issues involved in the design, implementation, organization, and management of a customer call center. Sharp provides information on advanced technology tools for workforce management, workshop examples for training call center staff, and an analysis of the significance of the call center to overall corporate customer relationship strategies. A special feature of the book is its focus on call center case studies, describing a number of successful call center strategies and best practices, selected from various business sectors - financial, retail, healthcare, travel, technology, and others. These case studies provide useful guidelines based on successful corporate call centers that will guide you in establishing and maintaining the most effective call center operation for your enterprise. - Presents key concepts and techniques, including a formal development process, in a real-world context - Provides extensive management guidelines - Stresses the importance of staff selection and training

Managing Technology and Middle- and Low-skilled Employees

Changing the Way Work Works

Call Center Optimization

The Complete, Practical Guide to Managing Frontline Staff

10th International Conference, IESS 2020, Porto, Portugal, February 5 – 7, 2020, Proceedings

Customer Care Management

Call Center StaffingThe Complete, Practical Guide to Workforce ManagementCall Center School PressCall Center OptimizationLulu.com

A comprehensive WFM guide, written by Tiffany LaReau and told through her experiences, trials, and errors during her 30+ years as a WFM consultant.

This book presents classical Markov Decision Processes (MDP) for real-life applications and optimization. MDP allows users to develop and formally support approximate and simple decision rules, and this book showcases state-of-the-art applications in which MDP was key to the solution approach. The book is divided into six parts. Part 1 is devoted to the state-of-the-art theoretical foundation of MDP, including approximate methods such as policy improvement, successive approximation and infinite state spaces as well as an obstructive chapter on Approximate Programming. It then continues with five parts of specific and non-exhaustive application areas. Part 2 covers MDP healthcare applications, which includes different screening procedures, appointment scheduling, ambulance scheduling and blood management. Part 3 explores MDP modeling within transportation. This ranges from public to private transportation, from airports and traffic lights to car parking or charging your electric car. Part 4 contains three chapters that illustrate the structure of approximate policies for production or manufacturing structures. In Part 5, communications is highlighted as an important application area for MDP. It includes Gittins indices, down-to-earth call centers and wireless sensor networks. Finally Part 6 is dedicated to financial modeling, offering an instructive review to account for financial portfolios and derivatives under proportional transactional costs. The MDP applications in this book illustrate a variety of both standard and non-standard aspects of MDP modeling and its practical use. This book should appeal to readers for practicioning, academic research and educational purposes, with a background in, among others, operations research, mathematics, computer science, and industrial engineering.

Your company needs a call center to be competitive in the 21st century. This book is your guide to the technology, techniques, and trends in today's call centers. The Call Center Dictionary contains all the information you need to: Understand: Your boss,

The Future of Nursing

Creating Value in Financial Services

A Survey of Value Sensitive Design Methods

Design, Operation, and Maintenance

Third Edition

52 Tools for Delivering the Most Amazing Customer Service on the Planet

It's all in the title. Layman's Guide to Workforce Management is a humble attempt to guide the path of the unlearned in the rocky terrain of workforce management. It can be effectively said that it converts laymen into managers. It is unfortunate that these areas of business affairs have been badly presented in some learning situations, to the extent that many people consider them to be too difficult to understand or enjoy. That shouldn't be the case. The simple, explicit, detailed, and down-to-earth approach adopted in the book will no doubt help in laying a solid foundation for people at all levels. It kick-starts with a basic and detailed treatment of the concept of Forecasting which sets the much needed personal tone and foundation for the book. Like a professional bricklayer, the author discussed the technique of scheduling and rostering while he used the other chapter to discuss the importance and proper deployment of personnel. Book is built taking the ITES-BPO/Call center WFM as the base. This book will also be useful for professionals as it is spiced with tips and tricks necessary to provide adequate nuances for the knowledge gleaned from each chapter. It is guaranteed that the reader would be filled with knowledge at the completion of the book.

Contact Center Workforce Management - A Complete Guide - 2019 Edition

Advances for Economic Regeneration

Call Center Fundamentals: Workforce Management

Computerworld

Call Center Staffing