

# CALL CENTER OPERATIONS AUDIT

## SERVICE: How well do you blend high tech and high touch?

	Yes	No	N/A	
1.				Is there a good balance between automation and contact center agents?
2.				Do you use AI in your center today?
3.				Do you use AI to augment agents vs. replace them?
4.				Are your customer interactions taking too long?
5.				Are your KPIs producing quality results?

## AGENTS: Is your recruiting pipeline reliable?

	Yes	No	N/A	
6.				Do you attract the best agents?
7.				Can you find the right agent skillsets?
8.				Is attrition under control?
9.				Is your agent turnover rate too high?
10.				Do you track the reasons why?
11.				Is the training process well-defined?
12.				Is there a team dedicated to onboarding?
13.				Are agents assessed at 30-, 60-, 90- and 120-day marks?

## WORKFORCE MANAGEMENT: How do you forecast volumes and call/contact arrivals?

	Yes	No	N/A	
14.				Do you do a forecast-to-actual analysis/comparison?
15.				Do you use the same parameters year-over-year?
16.				Does your business fluctuate by season or cycle?
17.				Is this done for monthly, weekly, daily and intra-day arrivals?
18.				Do the calls answered line up with the forecast projected?

## DATA: Are call center metrics well-documented?

	Yes	No	N/A	
19.				Is there ready access to reports for every metric?
20.				Are metrics used to enhance agent performance?
21.				Are metrics used to punish agent performance?

## OPERATIONS: How do you reward agent performance?

	Yes	No	N/A	
22.				Is your pay structure based on merit?
23.				Do you recognize the best agents?
24.				Do agent rewards drive performance?
25.				Do you identify “outliers”—poor performers?
26.				Are there processes in place to improve their skills?
27.				Do you feel agents are engaged?
28.				Is there a website to communicate with and among agents?
29.				Do you provide timely client updates and reviews?
30.				Do you track and share agent/client satisfaction?

## ABOUT US

Founded in 1996, Working Solutions began as an idea that sparked an entire industry—on-demand contact center outsourcing. With 20+ years of success, the company is a recognized leader in business process solutions. Fast and fluid, its U.S.-based workforce of sales, customer care and tech support agents delivers double-digit results for clients.

Working Solutions’ success is validated with employee and agent comments on job worksites, such as Glassdoor, and in FlexJobs’ Top 100 Companies rankings of the last four years—#13, #9, #7 and #10. Industry analysts Gartner and Ovum also have cited the company’s expertise. On Glassdoor, Working Solutions earns more than four stars. Founder Kim Houlne has a CEO approval of 90+%. Eighty percent of workers recommend the company to a friend—evidence of the caring culture she created. And studies show that happy workers make for happy clients and customers.



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