

# 10 ideas for a Contact Centre Christmas wish list

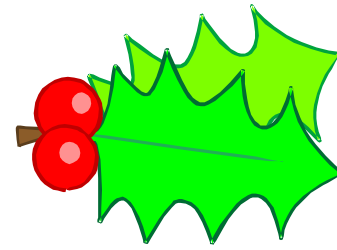


**Free Webinar**  
**10 ideas**  
**for a Contact Centre**  
**Christmas wish list**

**Thursday**  
**21st November**  
**1.00pm (UK time)**



# Agenda



- **Introductions**
- **10 Christmas Ideas for Your Contact Centre**



Ian Morton  
Budd



Jonty Pearce  
Call Centre Helper



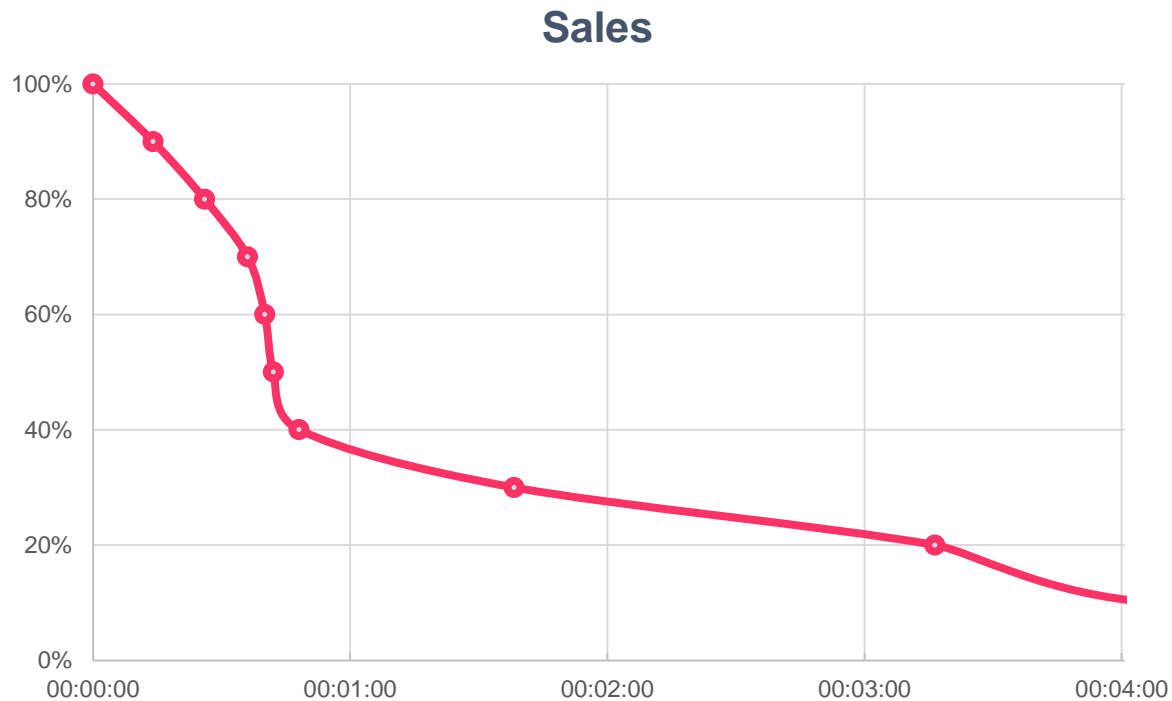
Mike Murphy  
Interactive Intelligence

- **Top tips from the audience**
- **Interactive Q&A - Live questions from the audience**

# 1. Refresh the queuing system



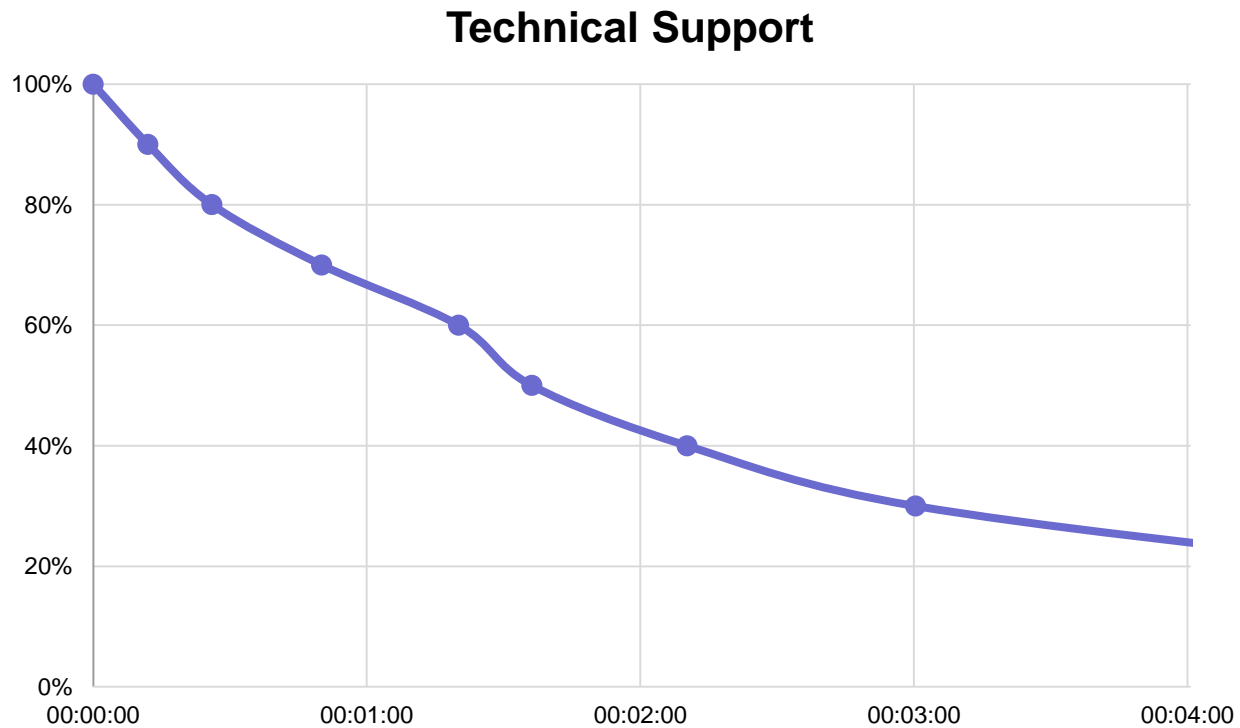
## Plot your call abandon curves



Any other answers in the chat room

[www.callcentrehelper.com/chat](http://www.callcentrehelper.com/chat)

# Plot your call abandon curves

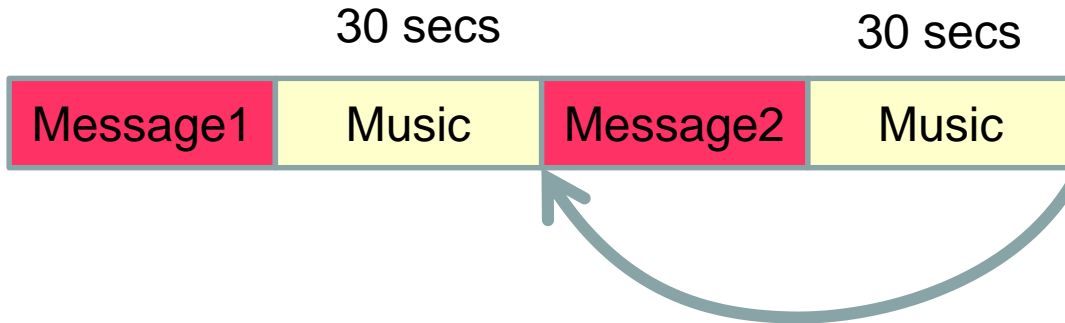


# Practical steps

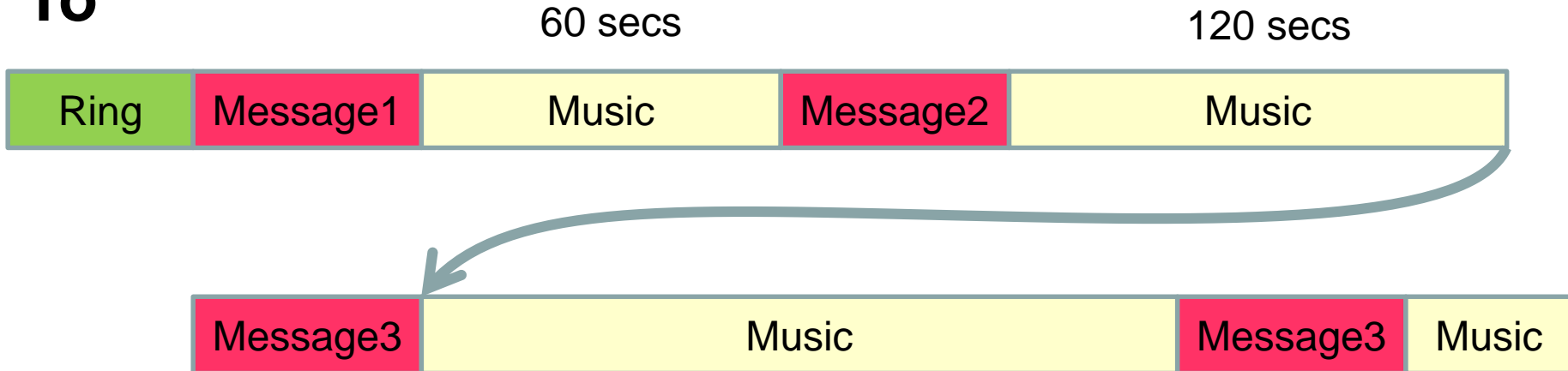
- Review your queue messages
- Increase ring time
- Stop looping your messages every 20 seconds
- Check on your music

# Queue Messages

**From**



**To**



## 2. New Measurements



Jonty

~~AHHT~~

Any other answers in the chat room  
[www.callcentrehelper.com/chat](http://www.callcentrehelper.com/chat)

# Which is the best metric?

**Customer  
Satisfaction**

**Customer  
Effort**

**NetPromoter**

**Net Easy**

**First Contact  
Resolution**

**Sales Made**



## Designing a single contact centre metric to improve performance

Views - 2,319

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There has been a lot of talk about which single metric is best to improve contact centre performance.

In this article, Alex Loach provides some insight about how you can pool all of

<http://www.callcentrehelper.com/designing-a-single-contact-centre-metric-to-improve-performance-39399.htm>

# Single Metric

Use a weighted average score  
for all important metrics

## Example

Metric	Score	Weighting	Weighted Score
Customer Feedback Scores	9	10	90
Quality Scores	7	8	56
Achievement of Outcome	6	7	42
Adherence to Schedule	5	6	30
Productivity	6	4	24
Lateness & Sickness	4	2	8

ACL = 250

# A Single Metric for your Contact Centre

Measure	Score	Weighting	Total
NetPromoter	+43	15	70
Net Easy	-10	1.0	-10
First Contact Resolution	68%	10	68
Employee Satisfaction	7.6	12	91.2
Average Handling Time	180	0.1	18
<b>Total</b>			<b>237.2</b>

# 3. Using Video



Jonty

Any other answers in the chat room  
[www.callcentrehelper.com/chat](http://www.callcentrehelper.com/chat)

## The five most flopped customer service technologies

Views - 3,465



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Over the past ten years we have seen many technologies hyped as the "next best thing since sliced bread". However, we have seen many of them fall flat on their face.

Keith Pearce reveals the five biggest flops.

There is always a "next big thing" in the contact centre industry. Of the many that we have seen in the past ten years or so, some have gone on to be very big – such as workforce management, analytics and skills-based routing. Others have completely flopped.



### 1. Video Calling

Five years ago, many customer service commentators and futurists predicted that our interaction preference would be for video calling. Video technology became highly touted as a contact centre revolution. With the ability to see the agent, customers would develop a stronger bond with the organisation. The benefits would pass the other way as well: if

# Amazon's Mayday



**All-New Kindle Fire HDX**

# schuh

0 item(s)

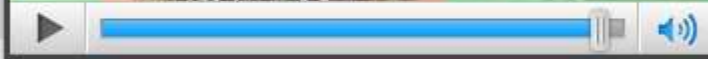
womens mens kids brands accessories sale

search keyword or product code

FREE and Fast Delivery

## schuh Live Help

close



How would you like to connect?



**Video Chat**  
You can see us, but we can't see you!

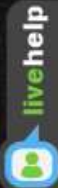


**Text Chat**  
I don't need to see the operator thanks.

**Help Me Now**

Legal Disclaimer

Online Customer service powered by **vee 24**




outside

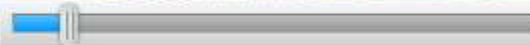
view womens >>

UGG AUSTRALIA

MEN'S TRAINERS

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close 



Connecting...




You are number 2 in the queue

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Ask Colin

close 



Colin

Welcome to schuh's Live Help Service. How can I help?

Colin

Do you have speakers to hear me? Otherwise I can type.

Type your message to the operator here

Send



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# Self Help Videos

The screenshot shows the YouTube channel page for 'How To Guides - British Gas'. The channel banner features the British Gas logo and navigation links for 'Visit website' and 'Subscribe here'. A secondary navigation bar includes links for 'How to guides', 'Winter Heroes', and 'Swimming'. The channel name is 'How To Guides - British Gas' by 'The Official British Gas Channel', with 13 videos, 26,511 subscribers, and 505 views. Below the channel header is a list of five videos:

- 1. Understanding your energy bill – Direct Debit customers - British Gas (4:57)
- 2. Understanding your energy bill – Cash/Cheque customers - British Gas (2:39)
- 3. How to Thaw a Frozen Condensate Pipe (1:41)
- 4. What to do if your Central Heating & Hot Water isn't Working (1:43)
- 5. How to Maintain your Central Heating System - British Gas (1:22)

On the right side of the page, there is a text block: 'Quick video guides from British Gas helping you to look after your world. Everything from maintaining your central heating system, to bleeding your radiators, to ensuring your boiler runs efficiently throughout the winter.' Below this is a section titled 'About The Official British Gas Channel' with a description of British Gas as the largest domestic energy supplier in the UK, followed by a 'Subscribe' button and a 'Featured Playlists' section.

# Thank You

Please complete the survey  
as you leave the webinar

