



Call Center Operations Guide OUTLINE

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1.0 Mission Statement

2.0 Goals and Objectives

2.1 Goals

2.2 Objectives

2.3 Critical success factors

2.4 Priorities

3.0 Business Operations

3.1 Hours of Operation

3.2 Holidays

3.3 Emergency Operating Procedures

3.3.1 Disaster Recovery

3.3.2 Business Recovery

3.4 Center Organization

3.4.1 Organization Chart

3.4.2 Functional Roles & Responsibilities

3.4.3 Job Descriptions

3.5 Operations Management

3.5.1 Quality Monitoring

3.5.2 Reporting System

3.5.3 Resource Forecasting & Deployment

3.5.4 Coaching

3.5.5 Counseling

3.6 Communications

3.6.1 Feedback

3.6.2 New Products, Policies, Procedures

4.0 Recruiting and Hiring

4.1 Recruiting

4.1.1 Outside agencies

4.1.2 Internal

4.1.3 Skills Assessment

4.1.4 Language

4.2 Hiring

4.2.1 Hiring Profiles

4.2.1.1 Skill Requirements

4.2.2 Interviews

4.2.2.1 Telephone Screening

4.2.2.2 On-Site Interviews

5.0 Training

5.1 New Employee Training

- 5.1.1 Strategies & Philosophy**
- 5.1.2 Vision & Mission**
- 5.1.3 Business Conduct Policies**
- 5.1.4 Company Organization**
- 5.1.5 Partnership Organization**
- 5.1.6 Product Offerings**
- 5.1.7 Performance Standards**
- 5.1.8 Telephone Excellence**
- 5.1.9 Applications, Databases and Tools**
- 5.1.10 Request Processes**
- 5.1.11 Initial Certification**
- 5.2 Ongoing Training**
 - 5.2.1 Individual Development**
 - 5.2.1.1 Continuous Certification**
 - 5.2.1.2 Coaching and Counseling**
 - 5.2.1.3 Developmental Plans for Skills Improvement**
 - 5.2.2 Team Meetings**
 - 5.2.2.1 Individual Recognition**
 - 5.2.2.2 Processes Improvement**
 - 5.2.2.3 New Product Announcements**
 - 5.2.2.4 Team Building**
 - 5.2.3 Site Meetings**
 - 5.2.3.1 Communicate Future Events**
 - 5.2.3.2 Individual Recognition**
 - 5.2.3.3 Satisfaction Feedback on Issues**
 - 5.2.3.4 Performance of the Center**
 - 5.2.4 New Products**
- 5.3 Management Training**
 - 5.3.1 Transition to First-line Management**
 - 5.3.2 Delegation**
 - 5.3.3 Communication**
 - 5.3.4 Team Building**
 - 5.3.5 Time Management**
 - 5.3.6 Goal Setting**
 - 5.3.7 Planning & Organization**
 - 5.3.8 Motivation**
 - 5.3.9 Coaching and Counseling**
 - 5.3.10 Performance Metrics**
 - 5.3.11 Reporting**
- 5.4 Self Education**
- 6.0 Processes**
 - 6.1 Process Responsibility**
 - 6.1.1 Ownership**
 - 6.2 Request Process Design**
 - 6.2.1 Mission**
 - 6.2.2 Customers**
 - 6.2.3 Measurements**

- 6.2.4 Documentation**
- 6.2.5 Call Scripting**
 - 6.2.5.1 Greeting**
 - 6.2.5.2 Information Gathering**
 - 6.2.5.3 Probing for Additional Needs or Transaction Opportunities**
 - 6.2.5.4 Identifying Resolutions**
 - 6.2.5.5 Communicate Resolution**
 - 6.2.5.6 Validate Customer Satisfaction**
 - 6.2.5.7 Database Documentation**
- 6.3 Process Quality Feedback**
 - 6.3.1 Customer Feedback**
 - 6.3.2 Employee Feedback**
 - 6.3.3 Process Performance Measurements**
 - 6.3.4 Transaction Reviews**
 - 6.3.5 Root Cause Analysis**
- 6.4 Continuous Process Improvement**
 - 6.4.1 Design Improvement**
 - 6.4.2 Validation**
 - 6.4.3 Communication**
 - 6.4.4 Education**
 - 6.4.5 Measurement**
- 7.0 Request Maps (Hypothetical)**
 - 7.1 General Inquiry**
 - 7.1.1 Company Information**
 - 7.1.2 Employee Information**
 - 7.1.3 Directions**
 - 7.1.4 Job Openings**
 - 7.2 General Product/Service Information**
 - 7.3 Sales & Leasing**
 - 7.4 Base Technical Support**
 - 7.5 Service Support**
 - 7.6 Hardware Repair**
 - 7.7 Maintenance Agreement**
 - 7.8 Maintenance Parts/Replacement Parts**
 - 7.9 Supplies / Options / Accessories Sales & Support**
 - 7.10 Business Partner**
 - 7.11 Educational Sales & Technical Support**
 - 7.12 Publications**
 - 7.13 Seminar Scheduling**
- 8.0 Organizational Linkages**
 - 8.1 Relationship Linkage Agreements**

- 8.1.1 Design**
- 8.1.2 Measurements**
- 8.1.3 Responsibilities**
- 8.1.4 Feedback and Review**
- 8.1.5 Cost Recovery**

8.2 Service Level Agreements with Suppliers

8.3 Organizations (*expand list*)

- 8.3.1 Business Partners Management**
- 8.3.2 Client Reps**
- 8.3.3 Direct Marketing**

9.0 Measurements and Results

9.1 Quality Assurance

- 9.1.1 Methods**
 - 9.1.1.1 Monitoring**
 - 9.1.1.2 Responsiveness**
 - 9.1.1.3 Reporting**

9.2 Standard Measurements

- 9.2.1 Calls Offered**
- 9.2.2 Calls Handled**
- 9.2.3 Service Level**
- 9.2.4 Rate of Abandonment**
- 9.2.5 Average Call Receipt**
- 9.2.6 Average Call Handling**
- 9.2.7 % Resolution at 1st Level**
- 9.2.8 Quality Certification**
- 9.2.9 Customer Satisfaction**
- 9.2.10 Employee Satisfaction**
- 9.2.11 Mystery Calls**
- 9.2.12 Staff Utilization**
- 9.2.13 Employee Turnover**
- 9.2.14 Absenteeism and Tardiness**
- 9.2.15 Schedule Adherence**
- 9.2.16 Cost Per Request**
- 9.2.17 Cycle Time Per Request**

9.3 Measurement Sources

- 9.3.1 ACD Switch Reports**
- 9.3.2 Computer System Middleware**
- 9.3.3 Database of Survey Feedback**
- 9.3.4 Manual Reports**
 - 9.3.4.1 Telephony Requests**
 - 9.3.4.2 Non-Telephony Requests**

10.0 Systems Support

10.1 Relationship Agreement

- 10.1.1 Areas of Responsibility**
- 10.1.2 Response Time**

10.1.3 Business Recovery

10.1.4 Security

11.0 Telephone System

11.1 Telephone Switch

11.1.1 Capacity

11.1.2 ACD Design

11.1.3 Trunks

11.1.4 Reports

11.1.4.1 Utilization

11.1.4.2 Capacity

11.1.4.3 Blockage

11.1.4.4 Overflow

11.2 Maintenance Procedures

11.2.1 Relationship Agreement

11.2.2 Key Contacts

11.3 Emergency Procedures

11.3.1 Disaster Recovery

11.3.2 Business Recovery

11.4 Security

12.0 Facilities

12.1 Space Planning

12.1.1 Work Area Specification

12.1.2 Training Room Specifications

12.1.3 Meeting Room Specifications

12.2 Equipment

12.2.1 Computer Specifications

12.2.2 Network Specifications

12.2.3 Monitor Specifications

12.2.4 Telephone Specifications

12.2.5 Headsets Specifications

12.2.6 General Desk Supplies

12.3 Security

12.3.1 Building

12.3.2 Computer Room

12.3.3 Telephone Switch

13.0 Operations Certification

13.1 Mission Statement

13.2 Scope of Work

13.3 Business Operations

13.4 Recruiting and Hiring

13.5 Training

- 13.6 Process Management**
- 13.7 Call Maps and Processes**
- 13.8 Organizational Linkages**
- 13.9 Measurements and Results**
- 13.10 System Support**
- 13.11 Telephony Systems**
- 13.12 Facilities**