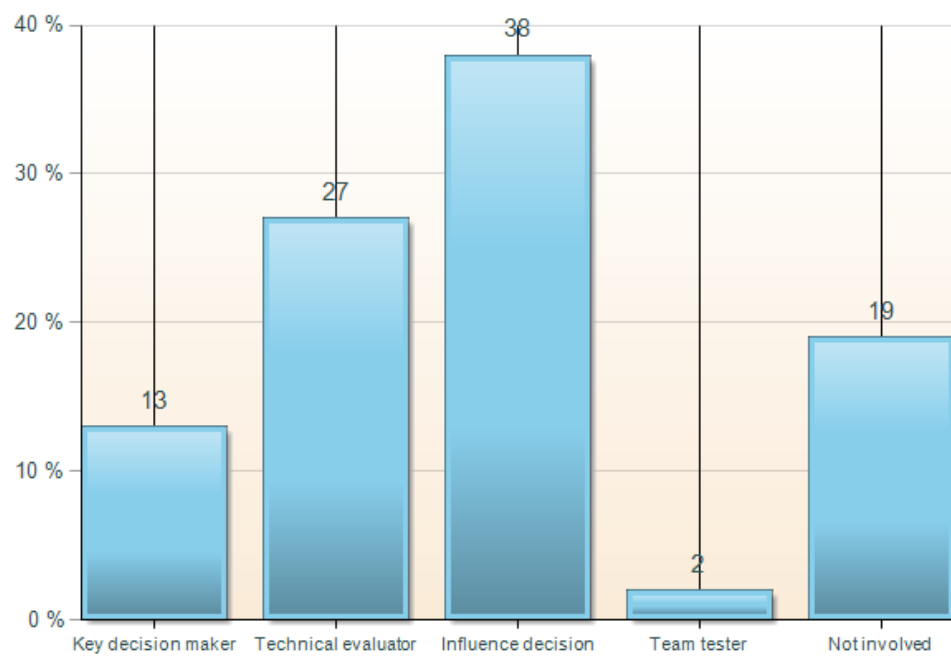




Contact Centre Optimisation Survey Results September 2008

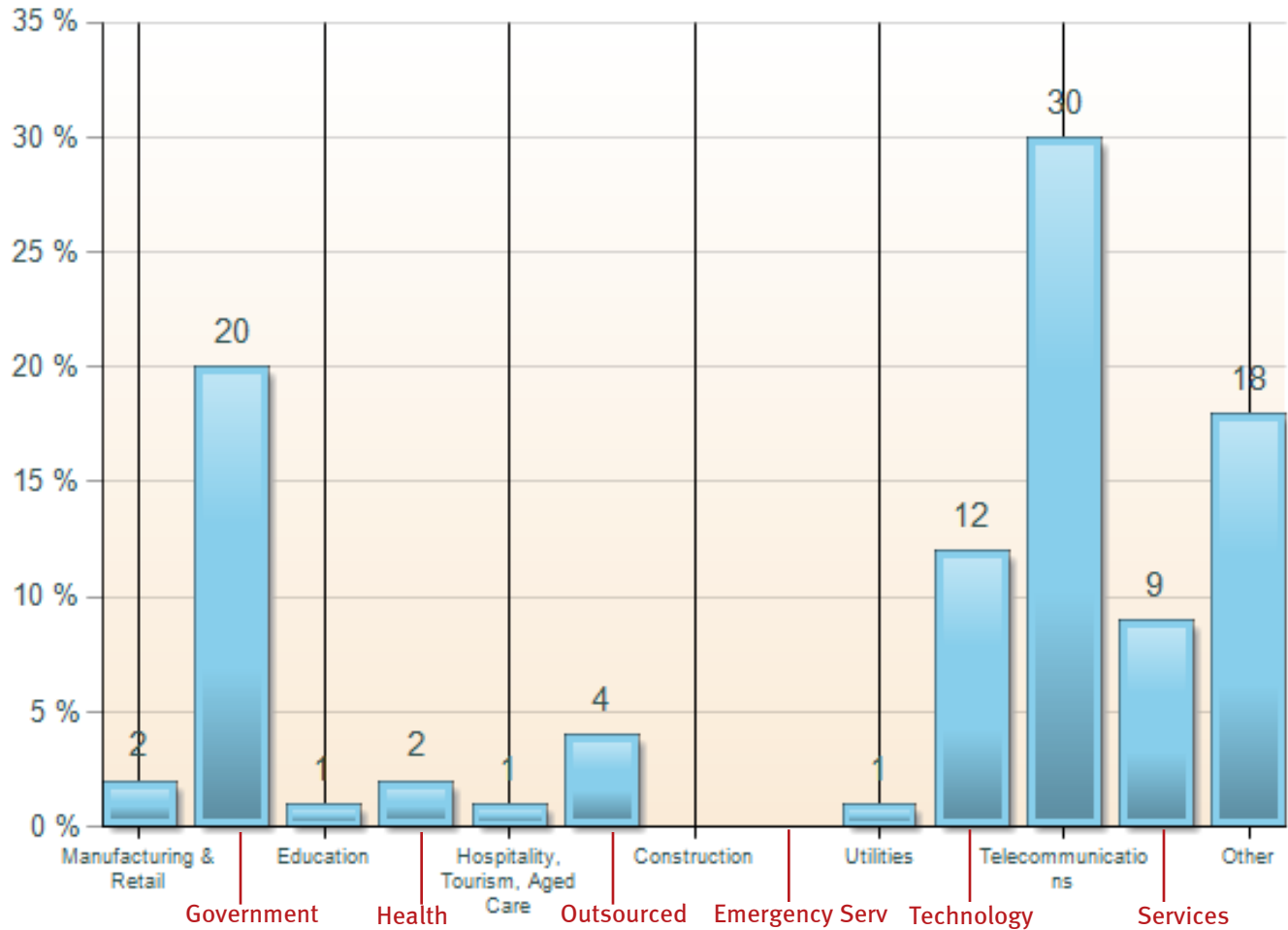
Contact Centre Optimisation Survey -Results



- 213 respondents
- 81% of respondents were involved in technology decision making

Results Industry

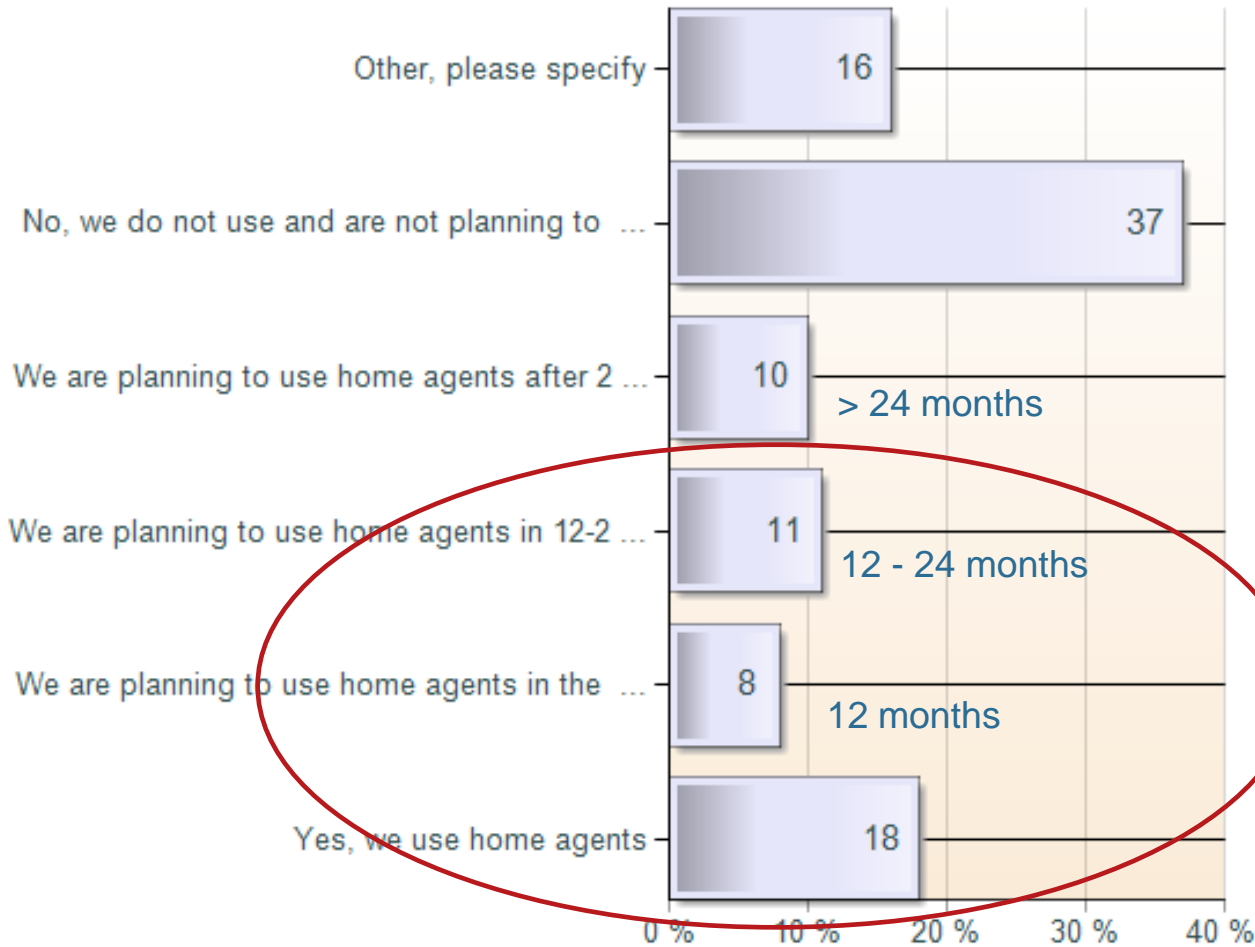
What industry do you work in?



Government, Telecomms, Technology and Business Services companies were highest contributors

Results

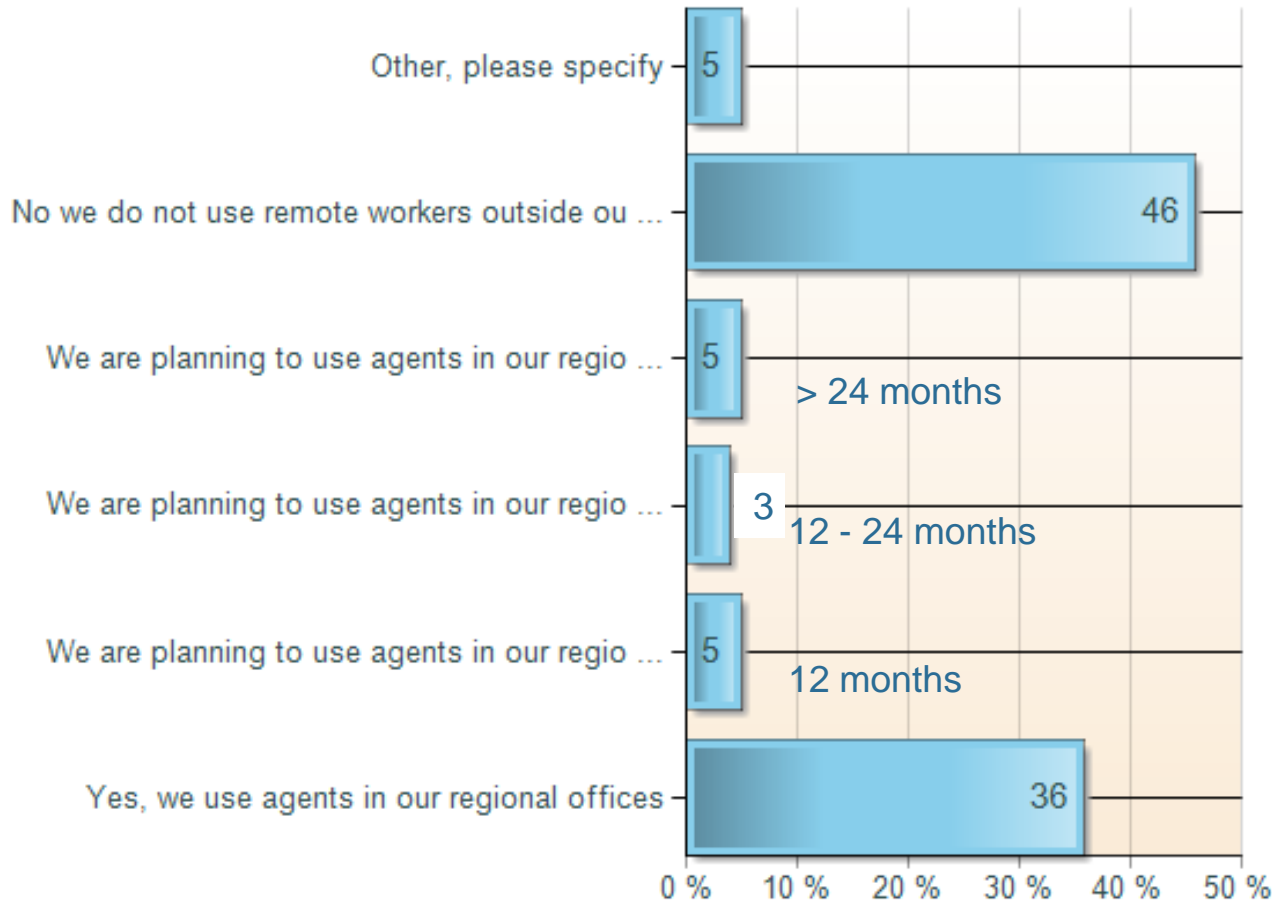
Do you currently use home-based agents?



Will double in 2 years

Results

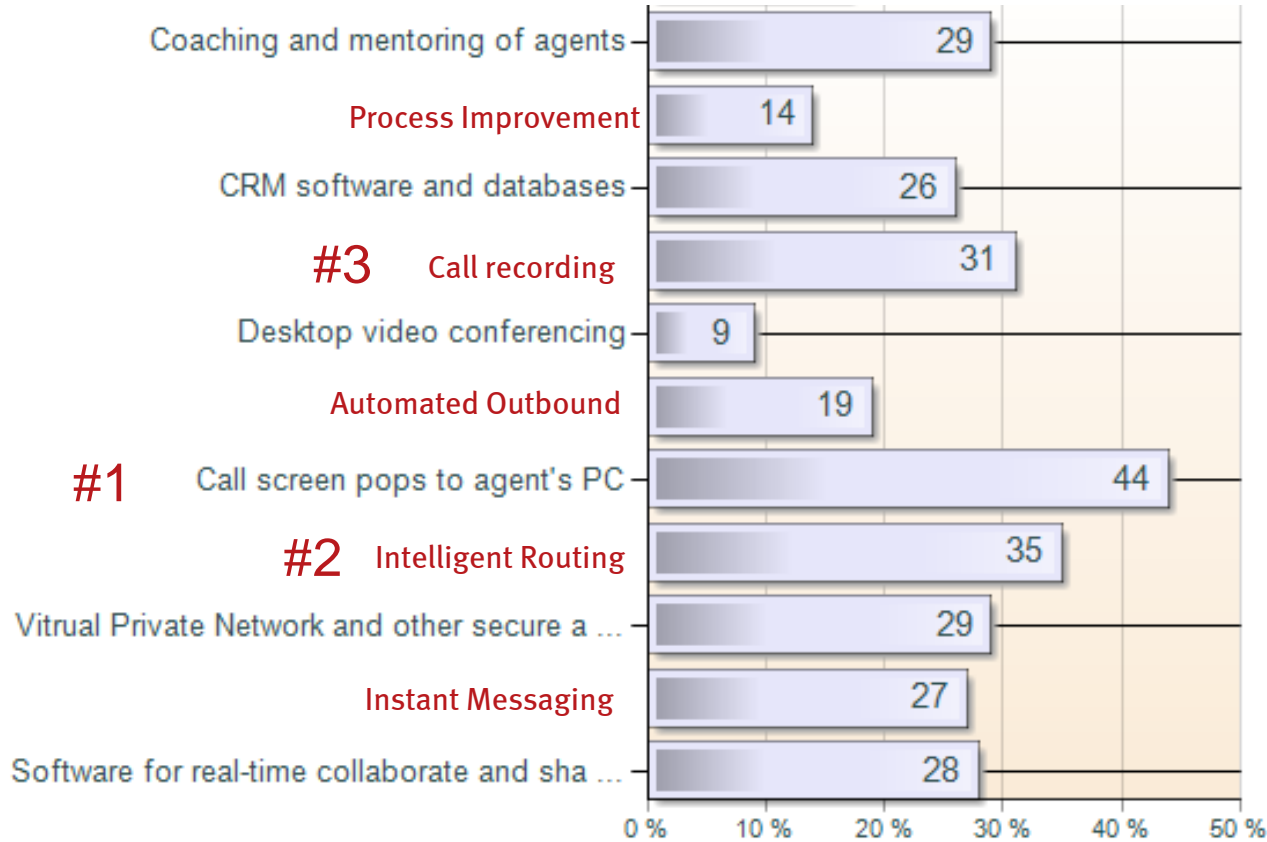
Do you currently roster agents or staff who are located in your regional offices



More than half will eventually use, rising from just over one third

Results

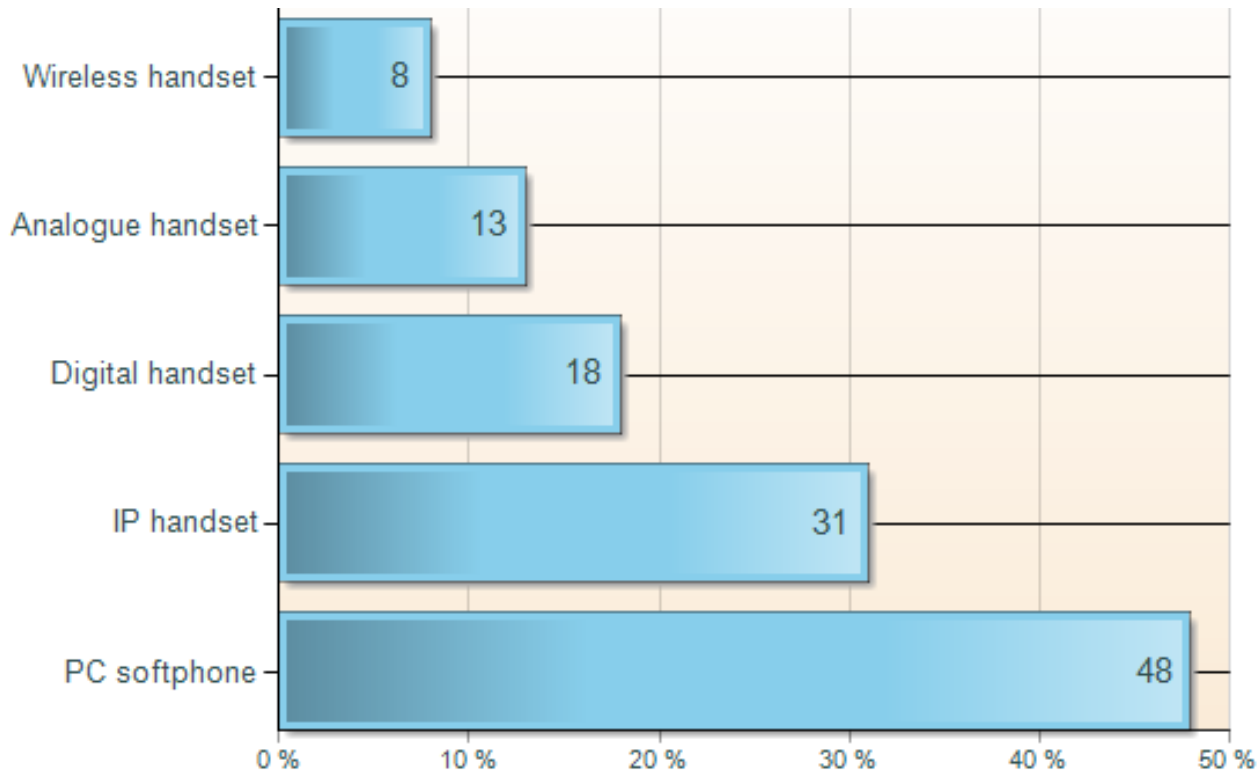
If you currently use remote agents, or plan to use them, what technologies or related services do you plan to use?



TOP THREE
Screen Pops
Routing
Call Recording

Results

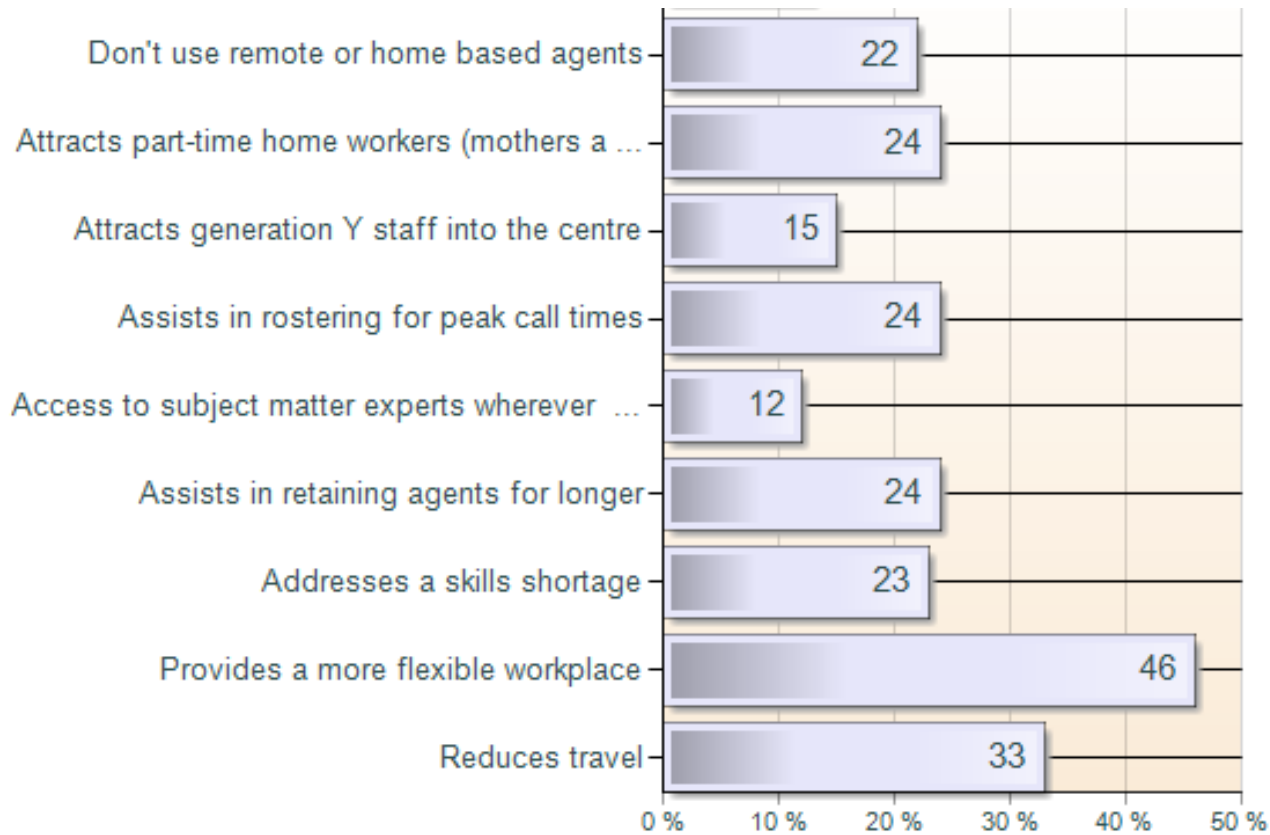
What sort of communication terminals do your remote agents use?



Softphone
most popular
with IP
approaching
one third

Results

What are the main benefits that remote and home-based agents bring to your contact centre?

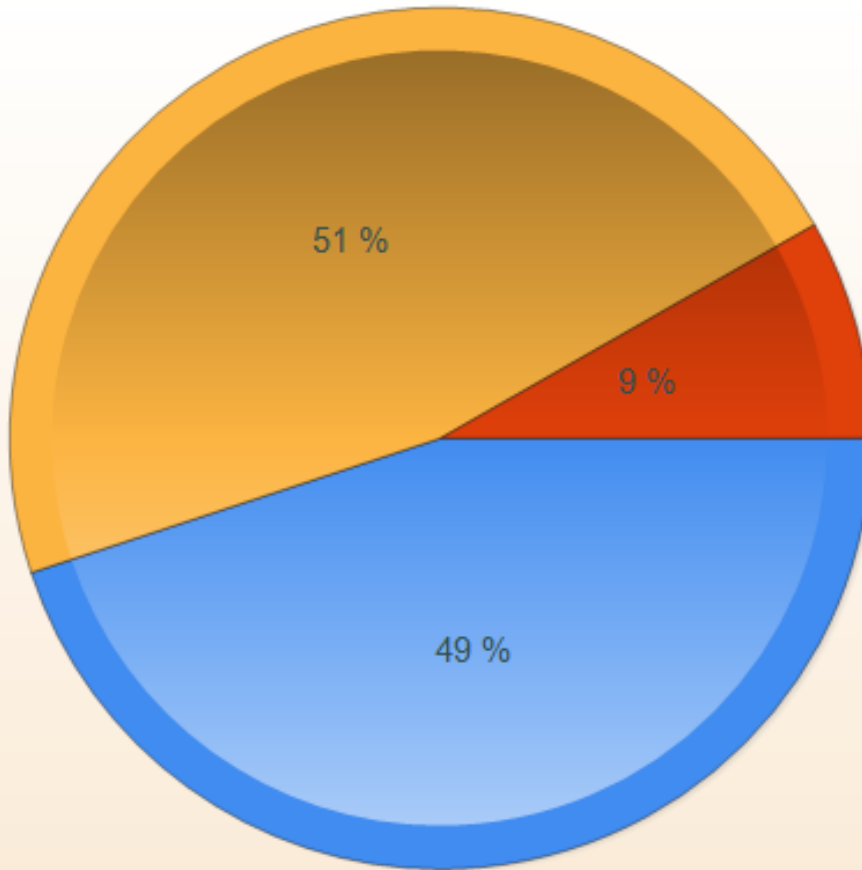


More flexible workplace most important reason for remote agents

Results

Are skills shortages hampering your ability to recruit quality staff?

Yes No Additional Comment

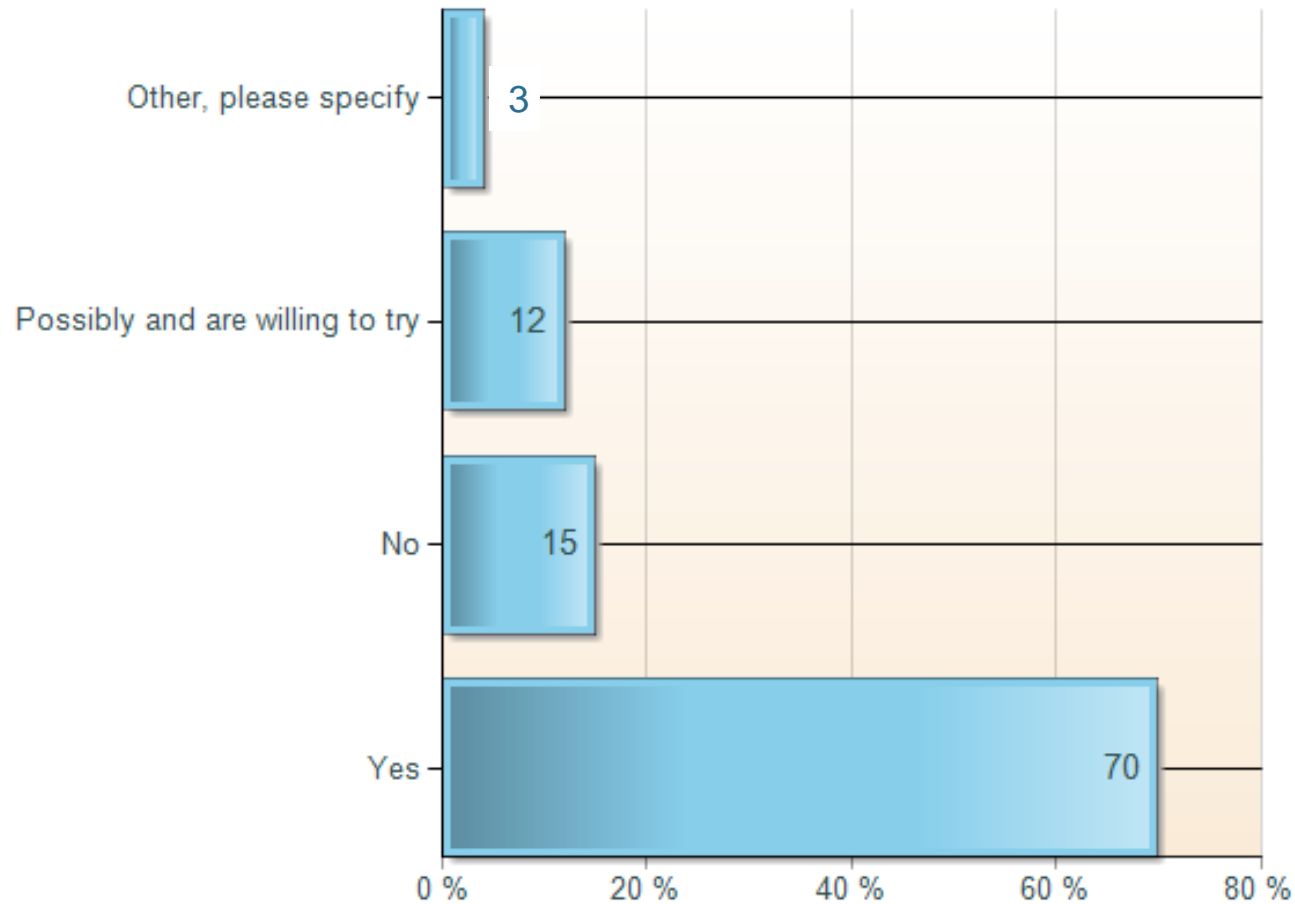


Nearly half say that skills shortages are hampering recruitment

“Additional Comment” is not included in statistics

Results

Do you think having remote and home-based agents would help to attract quality candidates?

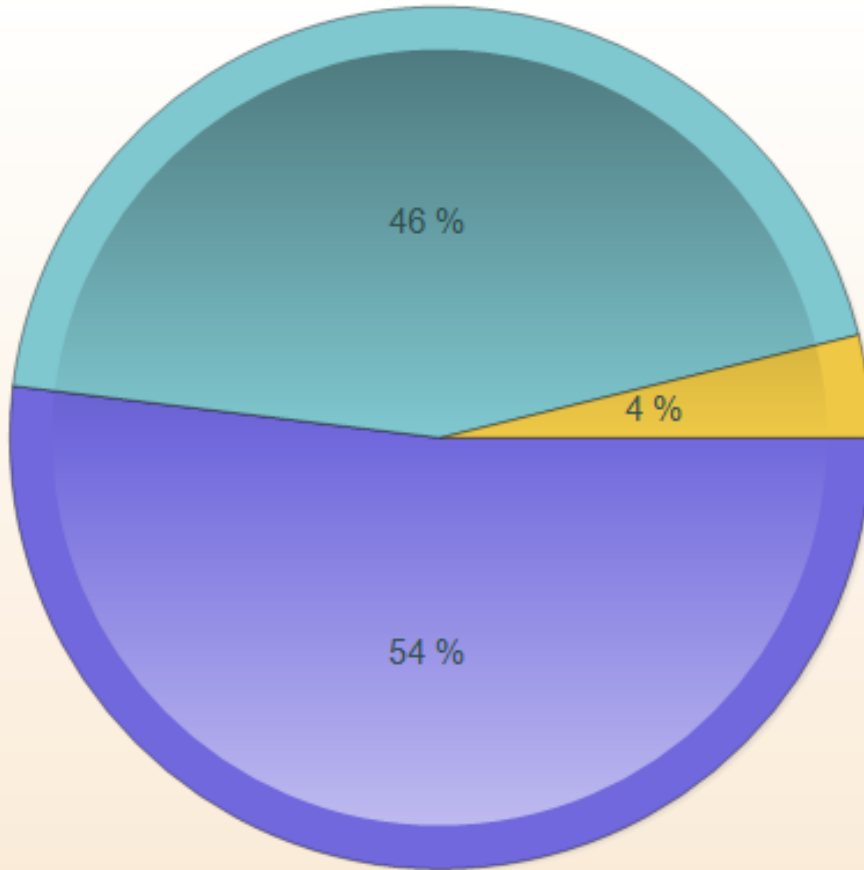


70% say that having remote agents will help attract quality staff

Results

Is your contact centre technology budget part of your IT budget?

Yes No Additional Comment



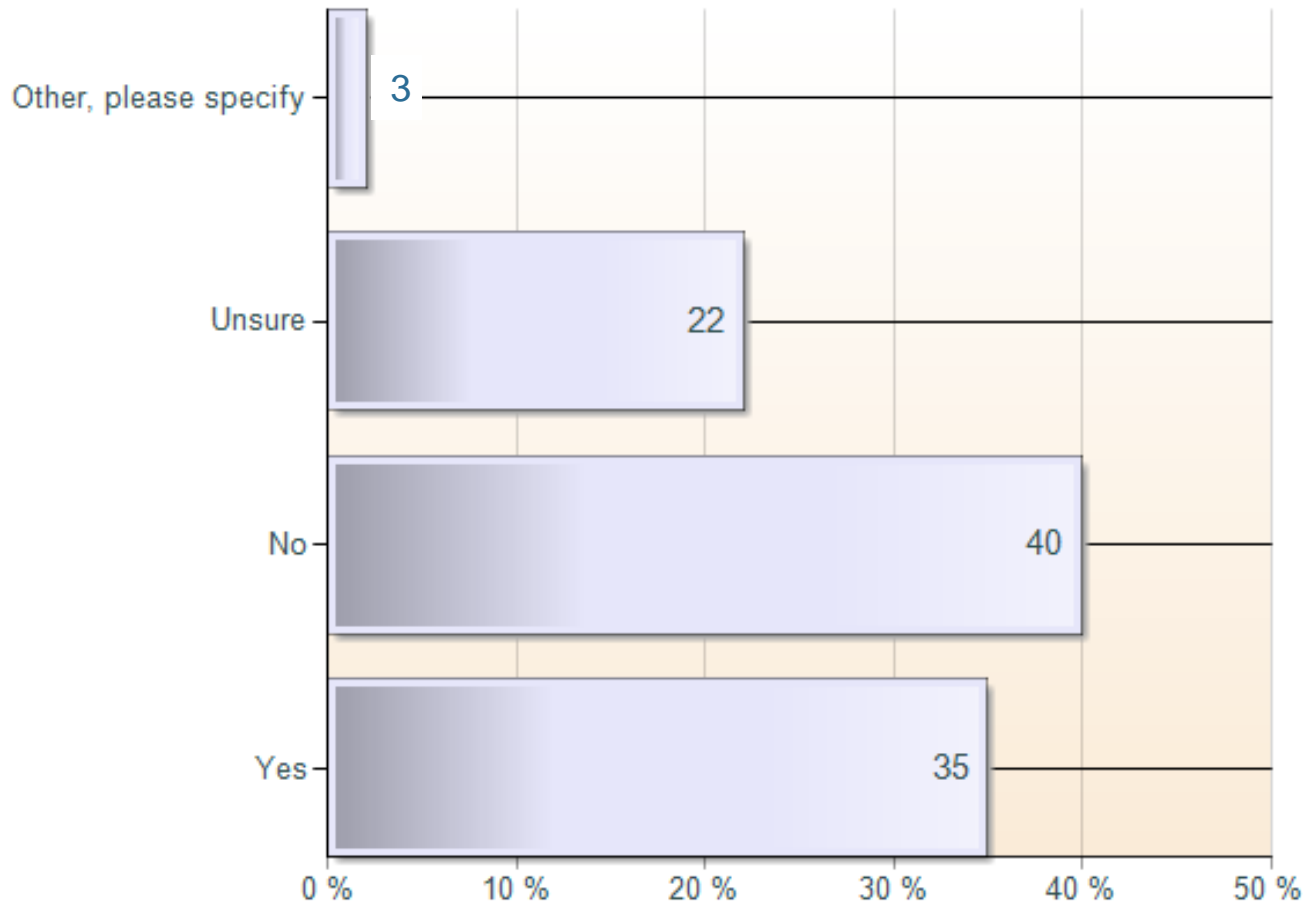
Just over half have the contact centre budget owned by IT

“Additional Comment” is not included in statistics

Results

Are you interested in hosted contact centre solutions, such as on-demand telephony and call routing?

There is an opportunity to educate the market about on-demand as 22% are unsure





Contact Centre Optimisation Survey Results 2008