

Traits of the Best Managed Contact Centers

1 _____

2 _____

3 _____

4 _____

5 _____

6 _____

7 _____

KEY TO SCORES:

31-35
Outstanding!

26-30
Much progress

20-25
Some progress

Below 20
Substantial opportunity

Three ingredients that rise above all others

1

2

3

Parting Recommendations

- Memorize the seven traits (and have your team do so as well!)
- Use them as a backdrop to decisions/priorities
- Track your progress
- Use your assessment to guide your time at this conference
- Join us at the awards tonight

Notes

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