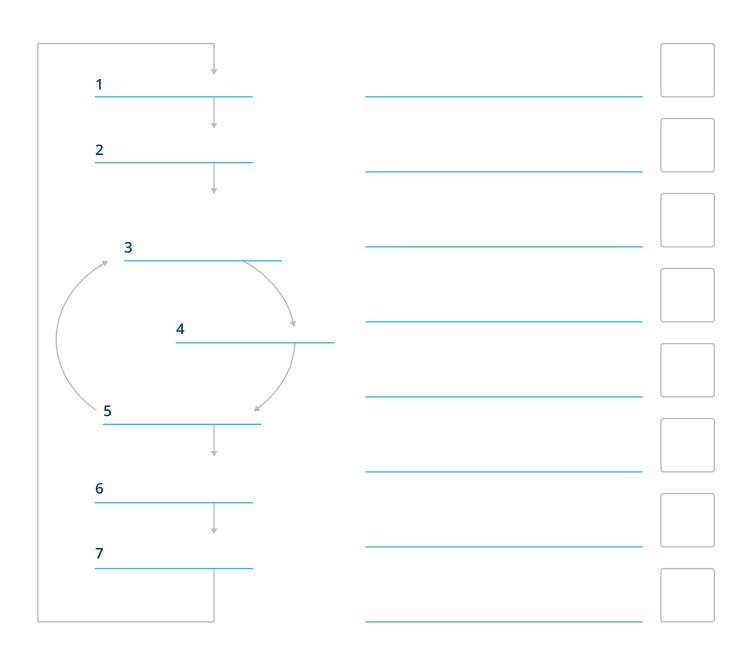
Traits of the Best Managed Contact Centers



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

BRAD CLEVELAND

Office: (410) 864-0212 Email: brad@bradcleveland.com Twitter: @bradcleveland Web: www.bradcleveland.com