

# SNAPSHOT<sub>online</sub><sup>®</sup>

## Report A001 - Section Summary Report

For Sample Report

Auckland  
Auckland  
1010

**Report Date: 5/17/2010**

## How to Use guide:

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The objective of the Section score report is to present a snapshot or an overview of all 29 sections covered in the assessment. The report indicates how the organisation has scored in each of the sections compared against the Snapshot score. The organisation can quickly identify at a glance sections where the strengths and opportunities to improve lie. The top 5 Key Focus sections is an additional supporting report to quickly prioritise sections within the centre for improvement.

### Notes:

- A caution is that these focus sections must be investigated for appropriateness in light of the needs of your organisation.
- Also note the score you achieve is a weighted score based on the importance of the question or area in relation to the overall section as well as overall importance to the centre.
- The Snapshot score is a benchmark derived from applications across of the Snapshot process over time and is to be used as guide to compare against the score you have achieved.

<b>Section</b>		<b>Total Questions</b>	<b>Total Score</b>	<b>Snapshot Score</b>
1.0	Corporate Objectives / Business Processes	0	0	0.00
1.1.0	Corporate Objectives and Strategy Fit	6	50	95.00
1.2.0	Call / Contact Centre Objectives and Strategy	5	85	76.25
1.3.0	Business process alignment and change management	19	45	94.50
1.4.0	Disaster Recovery Plan, Data Security and Compliance	15	60	95.00
2.0	Customer Relationship Management	0	0	0.00
2.1.0	Customer contact	45	50	77.41
2.2.0	Customer Complaint Management	12	18	92.33
2.3.0	Customer satisfaction	5	20	93.00
3.0	Health & Safety and Staff Wellbeing	0	0	0.00
3.1.0	Health & Safety - Health, Safety and Environment	15	76	84.50
3.2.0	Health & Safety - Display Screen Equipment (DSE) and the working environment	20	80	89.38
3.3.0	Health & Safety - Environmental controls and practices in place or what needs to be in place.	9	32	96.88
3.4.0	Health & Safety - Eyes and eyesight, voice, hearing / noise, and musculoskeletal disorders (MSD) are covered in this section.	22	30	92.35
3.5.0	Staff Wellbeing - Covers abusive contacts and work related stress and approaches centres take to reduce stress.	26	51	89.32
3.6.0	Staff Wellbeing - Cover daily work routine and work practises within the centre.	13	64	89.77
4.0	Contact Centre Structure	15	81	95.00
5.0	Recruitment / Career Development / Remuneration	0	0	0.00
5.1.0	Recruitment	12	74	90.45
5.2.0	Career development	42	67	85.97
5.3.0	Remuneration	15	34	75.75
6.0	Training	26	67	86.25
7.0	Internal Communications	10	81	91.67
8.0	Operational Metrics	0	0	0.00
8.1.0	Scheduling and resource planning	12	43	86.11
8.2.0	Service Measures	11	21	89.29
8.3.0	Reporting – Contact Centre Metrics	36	38	86.79
8.4.0	Contact volumes and costs	31	0	0.00
8.5.0	Call and contact flow monitoring and management.	14	40	90.00
8.6.0	Call and contact quality management	15	42	92.50

<b>Section</b>		<b>Total Questions</b>	<b>Total Score</b>	<b>Snapshot Score</b>
8.7.0	Quality of voice messages, automatic response and other customer contact	5	45	88.75
8.8.0	Technology	58	27	70.15
8.9.0	Quality and process analysis	10	31	89.00
8.10.0	Planning and Objective Setting	21	85	85.00

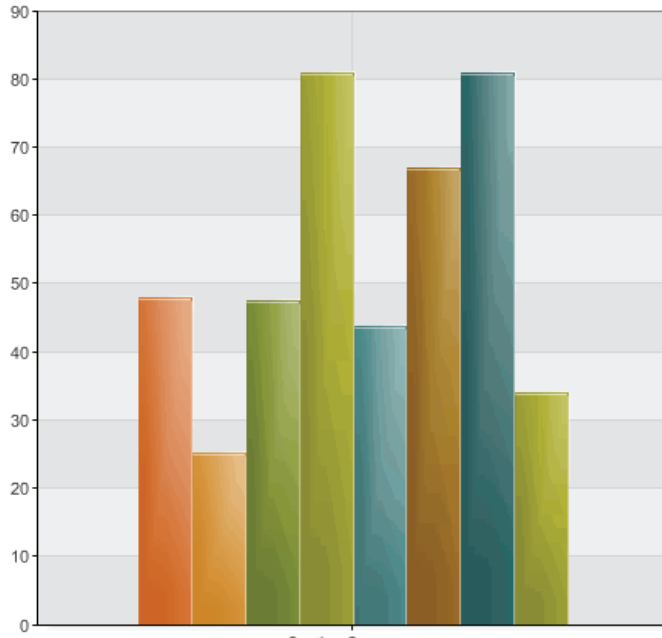
## Top 5 Key Focus Areas

<u>Section</u>		<u>Total Questions</u>	<u>Total Score</u>	<u>Snapshotz Score</u>
2.2.0	Customer Complaint Management	12	10	92.33
8.2.0	Service Measures	11	21	89.29
2.3.0	Customer satisfaction	5	25	93.00
8.8.0	Technology	58	27	70.15
8.3.0	Reporting – Contact Centre Metrics	36	29	86.79

## Top 5 Well Performing Areas

<u>Section</u>		<u>Total Questions</u>	<u>Total Score</u>	<u>Snapshotz Score</u>
1.2.0	Call / Contact Centre Objectives and Strategy	5	85	76.25
8.10.0	Planning and Objective Setting	21	85	85.00
4.0	Contact Centre Structure	15	81	95.00
7.0	Internal Communications	10	81	91.67
3.2.0	Health & Safety - Display Screen Equipment (DSE) and the working environment	20	80	89.38

# Section Summary



1.0	Corporate Objectives / Business Processes
2.0	Customer Relationship Management
3.0	Health & Safety and Staff Wellbeing
4.0	Contact Centre Structure
5.0	Recruitment / Career Development / Remuneration
6.0	Training
7.0	Internal Communications
8.0	Operational Metrics



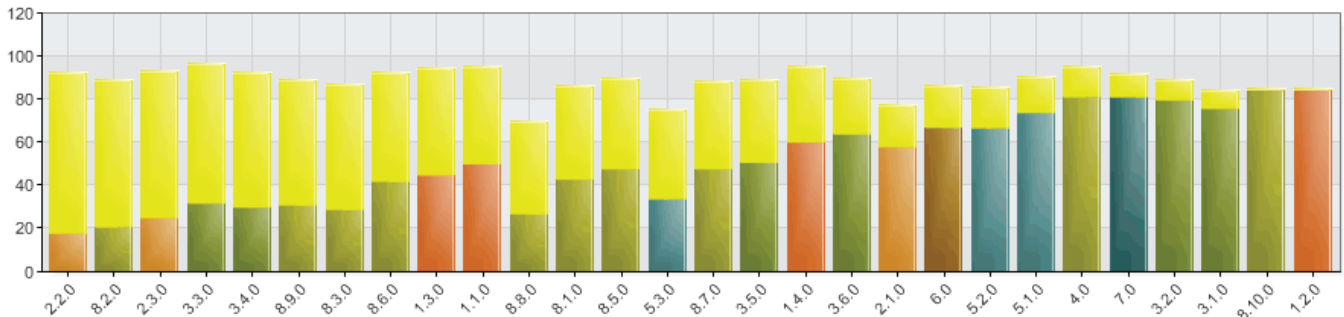
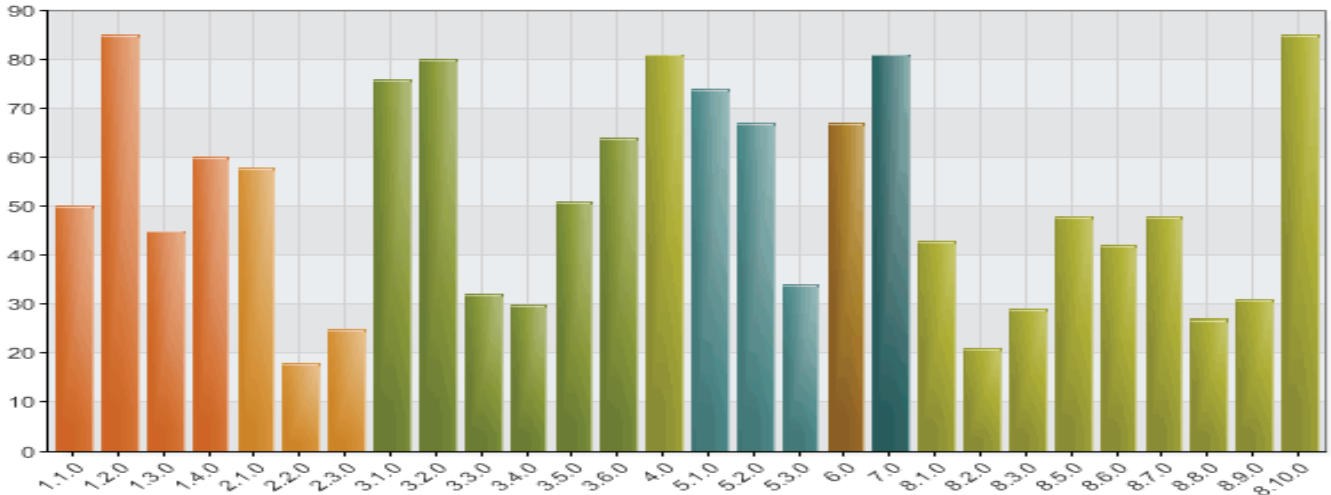
Radar chart indicating areas of opportunity or consolidation

## Notes:

1. Scores over 85% indicate the centre is performing well, however customer needs and competitive pressures need to be considered to drive performance levels.
2. Scores under 85% indicate room for improvement, again customer needs and competitive pressures need to be considered to drive performance levels.
3. In assessing where further effort is required, review the detailed reports /scores to pinpoint areas where specific effort may be required.
4. If you wish to get assistance or support to drive further efficiency or just reconfirm your approach, contact a certified customer service audit assessor listed on the customerservicesaudit.com website or contact us at [info@customerservicesaudit.com](mailto:info@customerservicesaudit.com)

# Section Details

The bigger the yellow bar, the bigger the opportunity for improvement or consolidation in each sub section / area



- 1.0 Corporate Objectives / Business Processes
- 1.1.0 Corporate Objectives and Strategy Fit
- 1.2.0 Call / Contact Centre Objectives and Strategy
- 1.3.0 Business process alignment and change management
- 1.4.0 Disaster Recovery Plan, Data Security and Compliance
- 2.0 Customer Relationship Management
- 2.1.0 Customer contact
- 2.2.0 Customer Complaint Management
- 2.3.0 Customer satisfaction
- 3.0 Health & Safety and Staff Wellbeing
- 3.1.0 Health & Safety - Health, Safety and Environment
- 3.2.0 Health & Safety - Display Screen Equipment (DSE) and the working environment
- 3.3.0 Health & Safety - Environmental controls and practices in place or what needs to be in place.
- 3.4.0 Health & Safety - Eyes and eyesight, voice, hearing / noise, and musculoskeletal disorders (MSD) are covered in this section.
- 3.5.0 Staff Wellbeing - Covers abusive contacts and work related stress and approaches centres take to reduce stress.
- 3.6.0 Staff Wellbeing - Cover daily work routine and work practises within the centre.
- 4.0 Contact Centre Structure
- 5.0 Recruitment / Career Development / Remuneration
- 5.1.0 Recruitment
- 5.2.0 Career development
- 5.3.0 Remuneration
- 6.0 Training
- 7.0 Internal Communications
- 8.0 Operational Metrics
- 8.1.0 Scheduling and resource planning
- 8.2.0 Service Measures
- 8.3.0 Reporting – Contact Centre Metrics
- 8.4.0 Contact volumes and costs
- 8.5.0 Call and contact flow monitoring and management.
- 8.6.0 Call and contact quality management
- 8.7.0 Quality of voice messages, automatic response and other customer contact
- 8.8.0 Technology
- 8.9.0 Quality and process analysis
- 8.10.0 Planning and Objective Setting