

CONTACT CENTER EFFECTIVENESS SURVEY™ (CCES™)

THE RIGHT PEOPLE DOING THE RIGHT THINGS!



This report contains the results from a number of respondents that were surveyed regarding their perceptions, attitudes and opinions about your organization. The information contained within this report can be used to strengthen and improve the effectiveness of your organization. You may wish to contact your Self Management Group representative to assist you in interpreting this report as well as in designing a course of action.

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SELFMANAGEMENT
GROUP

SELECT | DEVELOP | RETAIN | TOP PERFORMERS

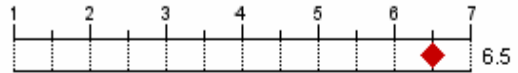
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Overview of Indexes

Index

Rating

1. OVERALL ALIGNMENT / EFFECTIVENESS INDEX
This score displays the average of all scales and shows the degree of overall alignment.



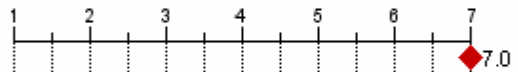
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Overview of Scales

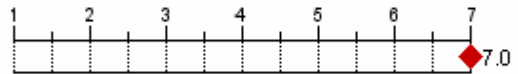
Scale

Rating

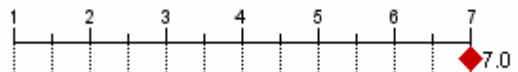
1. Organizational Culture



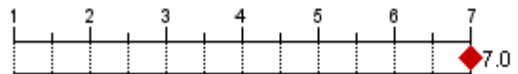
2. Contact Centre Culture



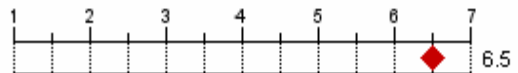
3. Contact Centre Relationships with Other Departments



4. Leadership



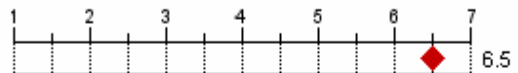
5. Customer Service Quality



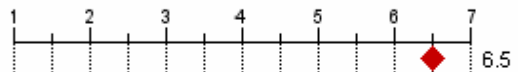
Scale

Rating

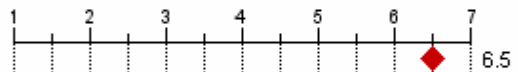
6. Accessibility of Customer Service



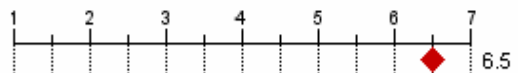
7. Working Environment



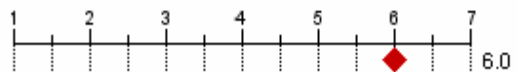
8. Quality of Management



9. Quality of Labour Force



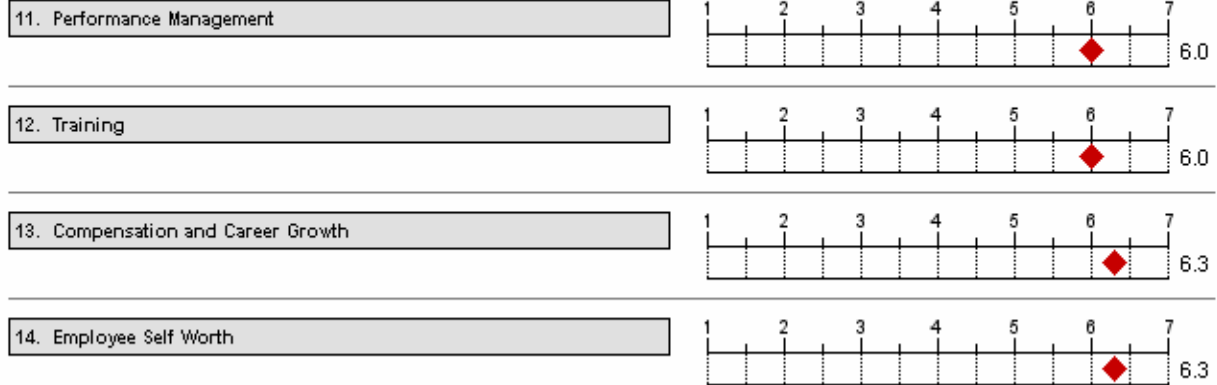
10. Work Support Tools: Premises, Facilities and Technology



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Scale

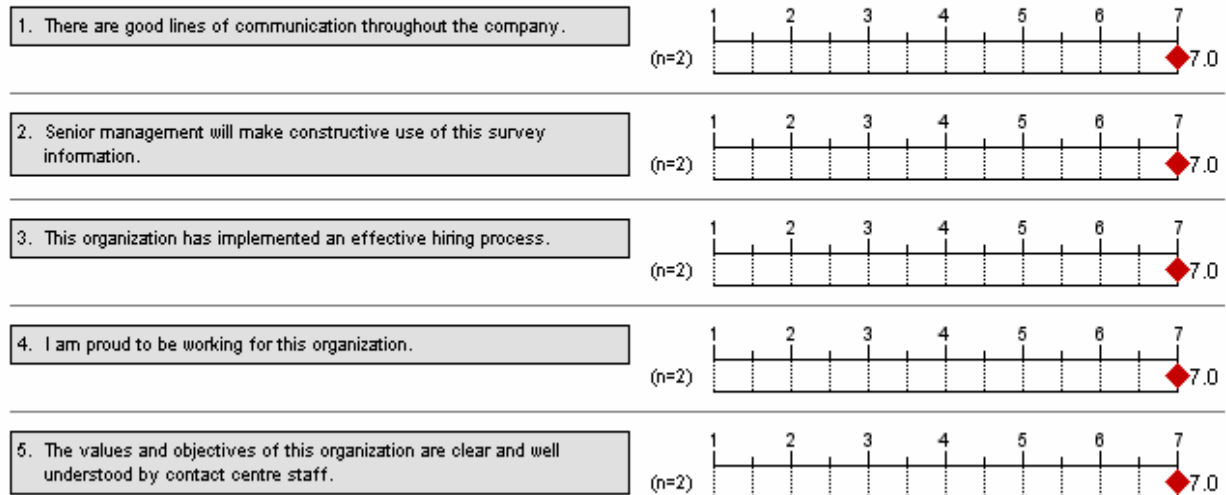
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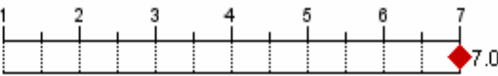
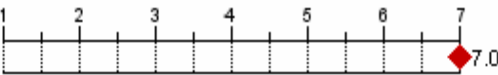
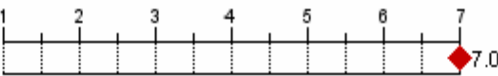
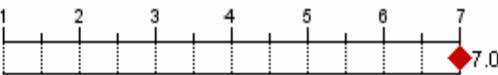
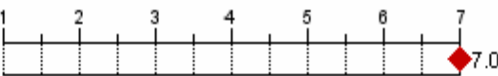


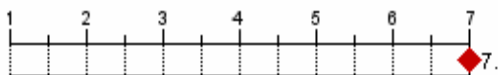
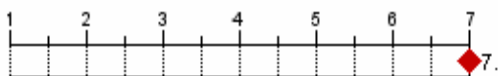
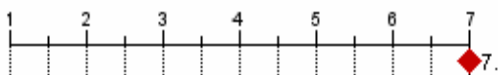
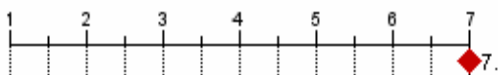
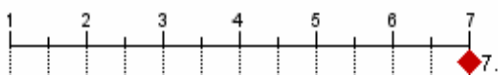
Overview of Items

Item

Rating



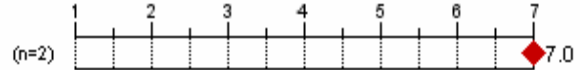
Item	Rating
6. My organization is a good place to work.	(n=2) 
7. This organization will be around for many years to come.	(n=2) 
8. The stress I experience in my job is low.	(n=2) 
9. The stress level of my co-workers is low.	(n=2) 
10. It is fun to work in this contact centre.	(n=2) 

Item	Rating
11. There are good lines of communication in our contact centre.	(n=2) 
12. My work is interesting.	(n=2) 
13. Employees here take pride in their work.	(n=2) 
14. Our employees take pride in the products / services provided by our organization.	(n=2) 
15. Those departments that interface with the contact centre cooperate with the contact centre.	(n=2) 

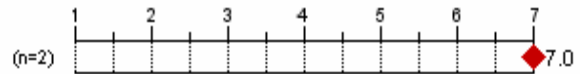
Item

Rating

16. The departments outside the contact centre communicate respect for the contact centre.



17. The contact centre is seen by other parts of this organization as a valuable contributor to the organization's success.



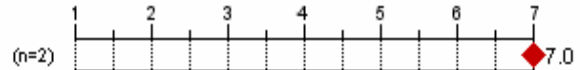
18. There is a good relationship between management & non-management employees.



19. The senior management inspires me.



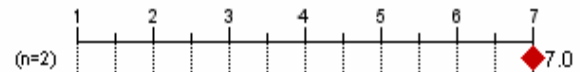
20. The expectations the organization has for me are clear.



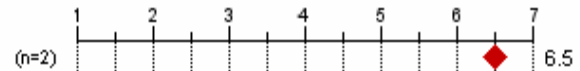
Item

Rating

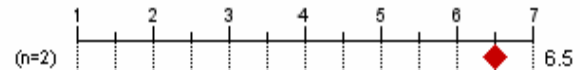
21. I am kept aware of my contact centre's effectiveness in meeting its various performance targets.



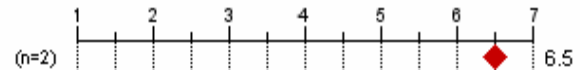
22. There is a strong customer focus in this organization.



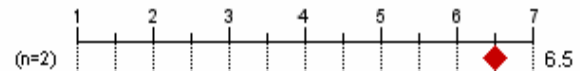
23. We deal with customers effectively.

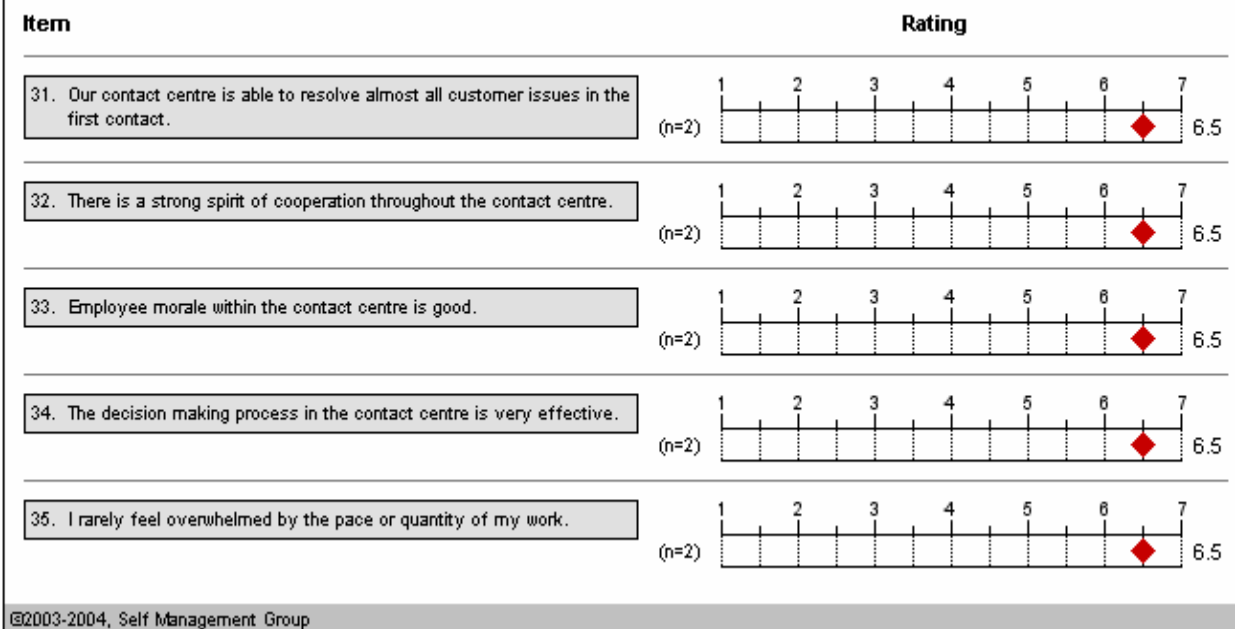
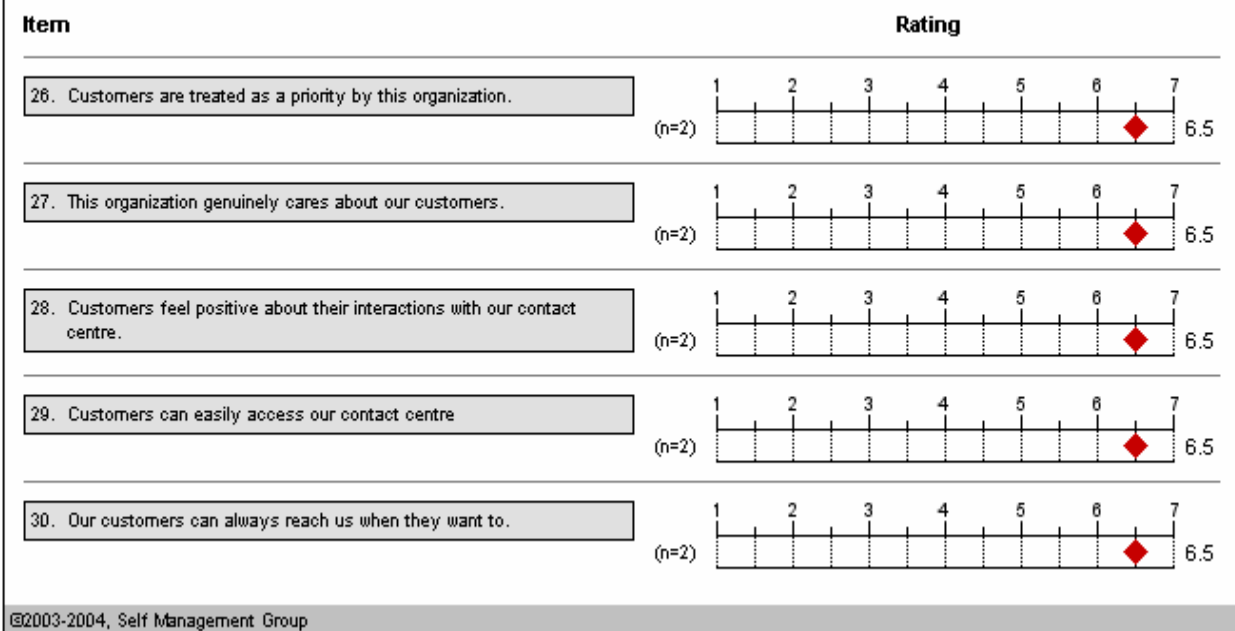


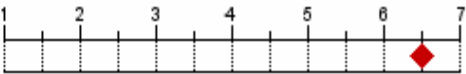
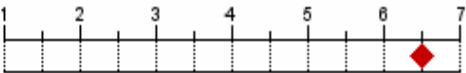
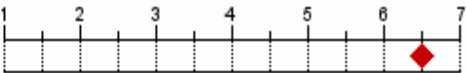
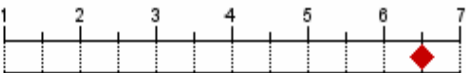
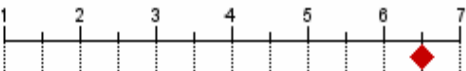
24. Excellent customer service is extremely important to this organization.



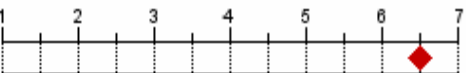
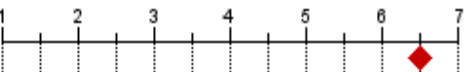
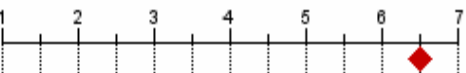
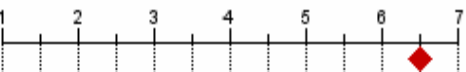
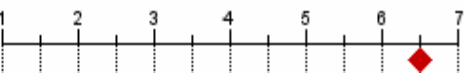
25. This organization is interested in developing long-term customer relationships.





Item	Rating
36. The organization encourages a balance between work and my life outside work.	(n=2)  6.5
37. The number of staff on shift in the contact at any time is adequate for handling the call volume	(n=2)  6.5
38. Our contact centre management demonstrates all of our core values, they 'practice what they preach'.	(n=2)  6.5
39. Our contact centre management inspires me.	(n=2)  6.5
40. Our contact centre management listens to employees.	(n=2)  6.5

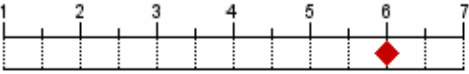
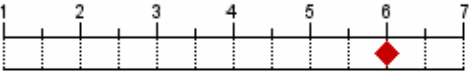
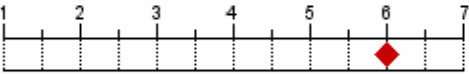
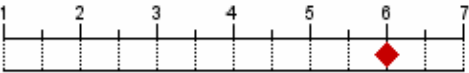
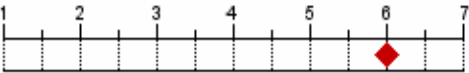
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Item	Rating
41. I have confidence in our contact centre management team.	(n=2)  6.5
42. My direct supervisor has good 'people management' skills.	(n=2)  6.5
43. I have never been asked to misrepresent the company.	(n=2)  6.5
44. The employees in my department keep their promises and commitments to one another.	(n=2)  6.5
45. The employees in my department work hard and get results.	(n=2)  6.5


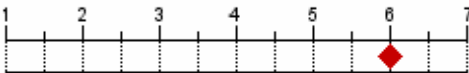
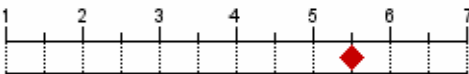


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Item	Rating
46. The employees in my department work well together.	(n=2) 6.5
47. The people who work for this organization are generally 'first-rate'.	(n=2) 6.5
48. My co-workers are motivated to to the best job possible.	(n=2) 6.5
49. The employees in my department all carry their share of the load.	(n=2) 6.5
50. The employees in my department all readily help one another when needed.	(n=2) 6.5

Item	Rating
51. My workplace is a healthy work environment.	(n=2) 6.0
52. I have easy access to my workplace.	(n=2) 6.0
53. We are provided with sufficient work space.	(n=2) 6.0
54. We are provided with the tools / technology that are necessary to do our jobs effectively.	(n=2) 6.0
55. The technology systems in this contact centre are excellent.	(n=2) 6.0

Item	Rating
56. When something goes wrong with our systems, it is corrected quickly.	(n=2)  6.0
57. Our technology is effective in helping us provide a professional customer experience.	(n=2)  6.0
58. My performance is regularly measured and reviewed.	(n=2)  6.0
59. Superior performance is regularly measured and rewarded in my contact centre.	(n=2)  6.0
60. The employees in my department are held accountable for their performance.	(n=2)  6.0

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Item	Rating
61. I am aware of my performance objectives and results.	(n=2)  6.0
62. I receive regular customer contact quality coaching.	(n=2)  6.0
63. The coaching provided my department is effective in enhancing my performance.	(n=2)  5.5
64. The person who coaches me is effective in his / her role.	(n=2)  6.0
65. The assessments of my performance are fair and accurate.	(n=2)  6.5

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Item

Rating

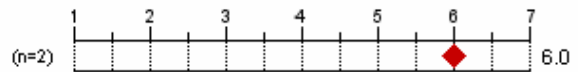
66. Staff who are not performing well are effectively dealt with by management.



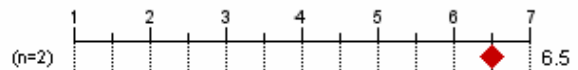
67. I have access to the information I need to make decisions.



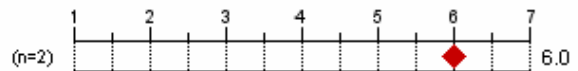
68. I have been well trained to do my job.



69. The initial training for my job was effective in preparing me for success in the job.



70. The training programs provided by my organization are effective in keeping me involved and interested.

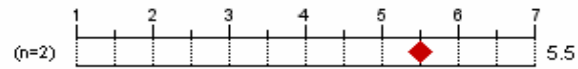


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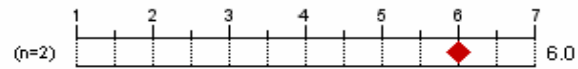
Item

Rating

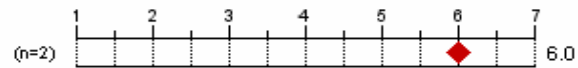
71. The ongoing training I receive is effective in helping me sustain my skills and knowledge.



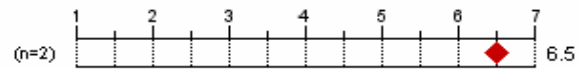
72. In general, I am paid fairly for the work that I do.



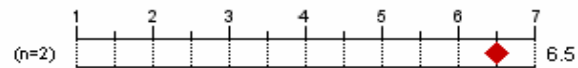
73. My organization's compensation plan rewards high performance.



74. This organization provides good opportunity for career growth.



75. The non-pay benefits of working in this department are first rate.

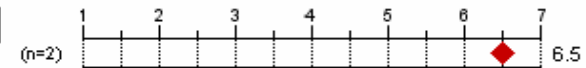


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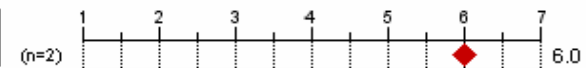
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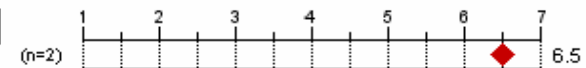
76. I believe that I am a valued employee.



77. I am aware of how important my work is for the overall effectiveness of the contact centre.



78. I feel that my contributions are recognized.



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