



## Newsletter & Meeting Information

### Upcoming Meeting & Event Notes

**Topic: What Drives Caller Satisfaction : Utilizing Call Center Metrics to Determine Caller Satisfaction**

**Date:** Thursday, July 16, 2009

**Time:** 11:30 - 1:30

**Location:** Compass Group | 2300 Yorkmont Road | Charlotte, NC 28217 ([Get Directions](#))

**RSVP: by July 14, 2009** To RSVP for this event please visit [click here](#).

We encourage all helpdesk, technical support, vendor and customer service professionals to attend.

### Topic: Utilizing Call Center Metrics to Determine Caller Satisfaction

How do you determine if your callers are satisfied? Are you using your call center tools and technologies to help gauge customer satisfaction? This presentation will explore the more popular metrics call centers use to measure their performance. We all use a different reporting structure to determine if we are meeting our call center goals. The data each of us uses to determine which is the most important for driving caller satisfaction is as varied as our management styles. Some or all of the following measurement tools are used to judge success in your service desk or helpdesk:

Adherence to SLA	Increase the speed of answer
Reduce your % of abandoned calls	Queue time
Complaint resolution	First and final

We will explore each in detail to come up with the most important. Do you know which is the most important to attaining caller satisfaction for you, your customers or your company? What are your key performance indicators? What tools do you use to measure your success? The most important tool you have for measuring success is your call center reporting data, how do you use it? We've all heard the phrase, "If you can't measure it, you can't manage it." This exciting presentation will help us answer these questions and many more.

#### Speaker Bio:

[Terry Dunigan](#) is Director of Call Center Sales for [T-Metrics](#). Terry has been responsible for the direction of call center products into the central office space. [T-Metrics](#) is now the solution for both Nortel and Lucent government solutions. Terry's background includes 25 years of executive management experience in technology corporations. From voice processing to complex routing solutions that include IVR, ACD, PBX and messaging systems. He was always involved in the design and implementation of self service solutions. He has extensive experience in planning, designing and implementing sophisticated call center solutions and was an early pioneer in developing text-to-speech applications utilizing IVR platforms that were used to front end call centers.

### Chapter Officers

#### President

Jeff Brooks  
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#### Webmaster

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### Upcoming Events

#### Calendar

July 16, 2009  
**Chapter Meeting**  
 11:30 AM - 1:30 PM

August 15, 2009  
**Charlotte Knights Baseball**  
 7:15pm

#### HDI Charlotte Sponsored Training Classes:

September 21 - 22  
 HDI Support Center Analyst

September 23 - 25  
 HDI Support Center Manager



### \*\*\*CHANCE TO WIN HDI MEMBERSHIP\*\*\*\*\*CHANCE TO WIN IPOD\*\*\*\*\*

Not currently a member of HDI? Here is an opportunity for you to win a free HDI membership just by attending HDI Charlotte meetings and entering your name in the free membership raffle. Must be present to win, cannot already be a member. Meeting, Networking and Learning has never been so fun!! Don't miss this great opportunity!! Come join us and bring your guests to our next HDI meetings. The HDI Member who brings the most new faces will win an iPod!!! In case of a tie a draw-off will determine the winner! See you there!!!!



## Dear Helpy



**What KPI's are most used to benchmark performance?**

- Phone Work Percentage
- Average Handled Time (AHT)
- Percentage of Work Orders Created
- First Call Resolution (FCR)
- Average Speed of Answer (ASA)
- Send questions for answer to:  
Cheryl.Siddiq@compass-usa.com

## Chapter Committees

The HDI Charlotte Officer team is in the process of forming committees for various chapter activities. We are currently seeking volunteers for the meetings committee, social committee, membership committee and the Analyst of the Year Committee. These committees will be responsible for assisting in the planning and coordination of chapter activities.

For more information contact Carlos Witherspoon:  
Carlos.Witherspoon@compass-usa.com

## Chapter Sponsors



### HDI Support Center Analyst Skills Building and Certification Training

Register for Classes held on : 9/21—9/22 Charlotte, NC

HDI Member Rate: \$1,295.00 (USD)  
Non Member Rate: \$1,395.00 (USD)

### HDI Support Center Manager Skills Building and Certification Training

Register for Classes held on : 9/23—9/25 Charlotte, NC

HDI Member Rate: \$1,795.00 (USD)  
Non Member Rate: \$1,895.00 (USD)

## SPONSOR SPOTLIGHT



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## Previous Meeting Recap

HDI Charlotte would like to thank **Tim Dewey** for delivering an outstanding presentation on May 14, 2009 - **The Sourcing Tsunami and the Rise of the Virtual Support Center**. As President and CEO of B VIRTUAL Inc., the leader in Virtual workforce solutions for the service and support industry, Tim delivered an outstanding presentation showing where the direction of future call centers are headed.... The virtual world! Tim was able to pull from his many years of experience and expertise to deliver a tremendous presentation in which all in the audience gained valuable insight into ways to manage the Virtual Support Center.

