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expand prolifically as a popular engagement method. This change strikes at the heart of tradition. It means that more and more contact centre customers around the world no longer

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Following this guidance, the IPA published a benchmarking capability tool which supports organisations to measure and improve their benchmarking capability against industry best practice ...

Best Practice in Benchmarking - GOV.UK
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The Dimension Data Global Contact Centre Benchmarking Report, first published in 1997, is widely acknowledged as the industry's most authoritative source of information, guidance and insight, and attracts participation from organisations across business and the public sector. The 2016 survey is open from now until 30 November 2015 and can be accessed and completed online here.

Contact Centre Benchmarking Report - Contact-Centres.com
Benchmarking is a critical step to understanding the cost gaps that drive competitive performance. To learn more about how Deloitte can help, visit www.deloitte.com/us/benchmarking or contact us directly.

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