



Call Center Performance

Client Need: The management of a Call Center unit of a \$300+ billion bank wanted to obtain information on organizational design and performance management methodology for call centers in large financial institutions.

Solution: BenchMark Consulting designed a client survey, recruited and surveyed existing clients on call center organizational design and call center performance management methodologies. Survey results containing organizational design and key performance metrics were compiled and analyzed. A report of findings was prepared for the client.

Result: Identified organizational design options and key performance metrics to improve service levels.