

THE CONTACT CENTRE SURVEY

2017 BENCHMARK POSITIONS

MANAGEMENT

Contact Centre Vice-President
 Contact Centre Director
 Contact Centre Manager
 Market Research Director
 Contact Centre Project Manager

CUSTOMER SERVICE REPRESENTATIVE

Contact Centre Supervisor/Lead
 Contact Centre Representative 3
 Contact Centre Representative 2
 Contact Centre Representative 1
 Internet Support Representative
 Internal Help Desk Support
 Help Desk Lead
 Help Desk Rep 2
 Help Desk Rep 1

QUALITY ASSURANCE

Quality Assurance Manager
 Quality Assurance Facilitator 2
 Quality Assurance Facilitator 1

TECHNICAL SUPPORT

Contact Centre Technical Support Representative 3
 Contact Centre Technical Support Representative 2
 Contact Centre Technical Support Representative 1

SPECIALIZED AGENTS

Specialized Agent Supervisor/Lead
 Specialized Agent 2
 Specialized Agent 1
 Dispatcher

SALES (INBOUND/OUTBOUND)

Inbound Contact Centre Sales Representative 2
 Inbound Contact Centre Sales Representative 1
 Outbound Contact Centre Sales Representative 2
 Outbound Contact Centre Sales Representative 1
 Outbound/Market Research Representative 2
 Outbound/Market Research Representative 1

CREDIT/COLLECTIONS

Credit/Collections Manager
 Credit/Collections Lead/Supervisor
 Credit/Collections Representative 2
 Credit/Collections Representative 1

TRAINING/ADMINISTRATION

Contact Centre Analyst
 Contact Centre Learning Manager
 Instructional Designer
 Contact Centre Trainer
 Contact Centre Resource Manager
 Contact Centre Scheduler/Resource Coordinator
 Contact Centre Administrator