LIKE NO OTHER

2020 CALL CENTER BENCHMARKING PROGRAM

To participate in the ONLY BENCHMARKING
Designed BY national healthcare leaders
FOR national healthcare leaders

Your participation will empower you and other call center leaders. Your participation gives you meaningful, valid data. You'll be ready to make better strategic and tactical decisions, develop a data-driven business case for increased resources, and demonstrate the effectiveness of your efforts.

As with our other benchmarking programs, our approach has continuously improved to make it easier to enter data, compare yourself to peers of your choice, and access call center budgets and resource allocation in a comprehensive way.
WAYS TO ENGAGE

Participant –
Complete the online survey and receive dashboard access to program averages and medians – no cost

Sponsor –
Benefits above, plus access to all data (blinded), multi-layer filtering capabilities, and trends – TBD

STUDY AREAS

- Key profile data to establish peer groups – institution size and functions/areas supported by your call centers
- Use and purpose for outsourcing
- Overall budgets and distribution of such between staff and technology
- Detailed breakdown of where resources are placed each year

For more details visit our website
Endeavor Analytics
www.endeavormgmt.com/healthcare   1-800-846-4051