

Contact Centre Action Newsletter – September 2008

Welcome to another Contact Centre Action Newsletter!

Last week I was privileged to attend the Melbourne launch of the 2008 Australian Contact Centre Industry Benchmarking Study by callcentres.net. Once again it was a wonderful event, full of interesting facts and figures about our industry. Some of the key figures that caught my attention were:

- 77% of all customer interactions are now being handled by a company's contact centre
- There are estimated 190,927 seats in 3,821 centres operated by 1,806 companies across Australia
- Agent turnover is on the increase
- 90% of organizations report that the Do Not Call register has had no impact on their gross revenue
- Teleworking is on the increase

....And the big one

- Contact centres generated A\$45 BILLION in revenue over the last 12 months.

This survey gets bigger and better every year – this year participants were even asked about the impact of fuel prices and their environmental policies.

For more information, or to purchase a copy of the report, please contact Julie at callcentres.net at Juliet@callcentres.net

Watch This Space

...for a significant announcement in the next few months.

Inaugural Tele-Event

My colleague, Sandra Baigel, is an expert in the use of voice, gesture and word choices in business communication and presentation. She is delivering a Tele-Class titled 'In the Moment' on how to increase engagement in client, customer and staff interactions. You'll find more information and a registration form in the attachment. I am confident to recommend Sandra to you as a presenter and coach, and know you will enjoy taking part in this session.

Call Centre Available.

We are aware of a fully-fitted 180 seat contact centre in Launceston, currently available with a generous rent-free period and other incentives. For more information please contact us.

Positions Vacant

A recruitment agency has contacted us looking for assistance to fill two positions. They are looking for a Senior Project Manager with voice technology experience, as well as an experienced Genesys Engineer. If you are interested in either position (or know someone who is) please let us know and we can pass your details on.

CCMA Activities.

Check out www.ccma.asn.au for upcoming events. Look out for the Perth Sundowner on November 19th and the Melbourne Christmas Extravaganza on December 5th. Bookings are open and details of all events are on the web site.

For your convenience, all our previous newsletters are on our web site - www.ccaction.com.au. Please have a look - there may be something in a previous edition that you may find interesting.

Do you know of anyone else who would like to be added to our distribution list? Please ask them to email their details to spels@ccaaction.com.au.

Until next time....

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