Call Center Survey

1. Do you use standardized assessments to hire customer representatives?
   - [ ] Yes
   - [ ] No
   - [ ] I don't know

2. What is your average cost per hire for a customer representative.
   
   Please Select One

3. How many weeks of initial training do new customer representatives receive in their first year on the jobs?
   
   Please Select One

4. How many days of formal training does each customer representative receive in a typical year?
   
   Please select one

5. Are your customer representatives measured on average talk time?
   - [ ] Yes
   - [ ] No
   - [ ] I don't know

6. Are your customer representatives measured on average speed of answer?
   - [ ] Yes
   - [ ] No
   - [ ] I don't know

7. Do supervisors monitor customers representative calls every week?
   - [ ] Yes
   - [ ] No
   - [ ] I don't know

Skill based routing is an automated system of routing customers to a CSR with special skill sets to deal with a particular problem.

8. Is skill-based routing used in your call center?
9. What is the average pay for supervisors who are on the job at least two years?

Please select one

10. What is the starting pay for Customer Representatives?

Please select one

11. What is the average pay for customer representatives who are on the job at least two years?

Please select one

12. On average, in your call center, how many customer representatives does a supervisor manage?

_____

13. Does your company support Inbound Calling, Outbound calling, or both?

Please select one

14. What state does your call center reside in?

Please select state

15. What position do you hold in the call center?

- Manager
- Supervisor
- Customer representative
- Trainer
- Other _________