

# SNAPSHOT<sub>online</sub><sup>®</sup>

## Report A001 - Section Summary Report

For Sample Report

Auckland  
Auckland  
1010

**Report Date:** 5/17/2010

## How to Use guide:

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The objective of the Section score report is to present a snapshot or an overview of all 29 sections covered in the assessment.

The report indicates how the organisation has scored in each of the sections compared against the Snapshot score. The organisation can quickly identify at a glance sections where the strengths and opportunities to improve lie.

The top 5 Key Focus sections is an additional supporting report to quickly prioritise sections within the centre for improvement.

### Notes:

- A caution is that these focus sections must be investigated for appropriateness in light of the needs of your organisation.
- Also note the score you achieve is a weighted score based on the importance of the question or area in relation to the overall section as well as overall importance to the centre.
- The Snapshot score is a benchmark derived from applications across of the Snapshot process over time and is to be used as guide to compare against the score you have achieved.

<b>Section</b>		<b>Total Questions</b>	<b>Total Score</b>	<b>Snapshot Score</b>
1.0	Corporate Objectives / Business Processes	0	0	0.00
1.1.0	Corporate Objectives and Strategy Fit	6	50	95.00
1.2.0	Call / Contact Centre Objectives and Strategy	5	85	76.25
1.3.0	Business process alignment and change management	19	45	94.50
1.4.0	Disaster Recovery Plan, Data Security and Compliance	15	60	95.00
2.0	Customer Relationship Management	0	0	0.00
2.1.0	Customer contact	45	58	77.41
2.2.0	Customer Complaint Management	12	18	92.33
2.3.0	Customer satisfaction	5	25	93.00
3.0	Health & Safety and Staff Wellbeing	0	0	0.00
3.1.0	Health & Safety - Health, Safety and Environment	15	76	84.50
3.2.0	Health & Safety - Display Screen Equipment (DSE) and the working environment	20	80	89.38
3.3.0	Health & Safety - Environmental controls and practices in place or what needs to be in place.	9	32	96.88
3.4.0	Health & Safety - Eyes and eyesight, voice, hearing / noise, and musculoskeletal disorders (MSD) are covered in this section.	22	30	92.35
3.5.0	Staff Wellbeing - Covers abusive contacts and work related stress and approaches centres take to reduce stress.	26	51	89.32
3.6.0	Staff Wellbeing - Cover daily work routine and work practises within the centre.	13	64	89.77
4.0	Contact Centre Structure	15	81	95.00
5.0	Recruitment / Career Development / Remuneration	0	0	0.00
5.1.0	Recruitment	12	74	90.45
5.2.0	Career development	42	67	85.97
5.3.0	Remuneration	15	34	75.75
6.0	Training	26	67	86.25
7.0	Internal Communications	10	81	91.67
8.0	Operational Metrics	0	0	0.00
8.1.0	Scheduling and resource planning	12	43	86.11
8.2.0	Service Measures	11	21	89.29
8.3.0	Reporting – Contact Centre Metrics	36	29	86.79
8.4.0	Contact volumes and costs	31	0	0.00
8.5.0	Call and contact flow monitoring and management.	14	48	90.00
8.6.0	Call and contact quality management	15	42	92.50

<u>Section</u>		<u>Total</u> <u>Questions</u>	<u>Total</u> <u>Score</u>	<u>Snapshotz</u> <u>Score</u>
8.7.0	Quality of voice messages, automatic response and other customer contact	5	48	88.75
8.8.0	Technology	58	27	70.15
8.9.0	Quality and process analysis	10	31	89.00
8.10.0	Planning and Objective Setting	21	85	85.00

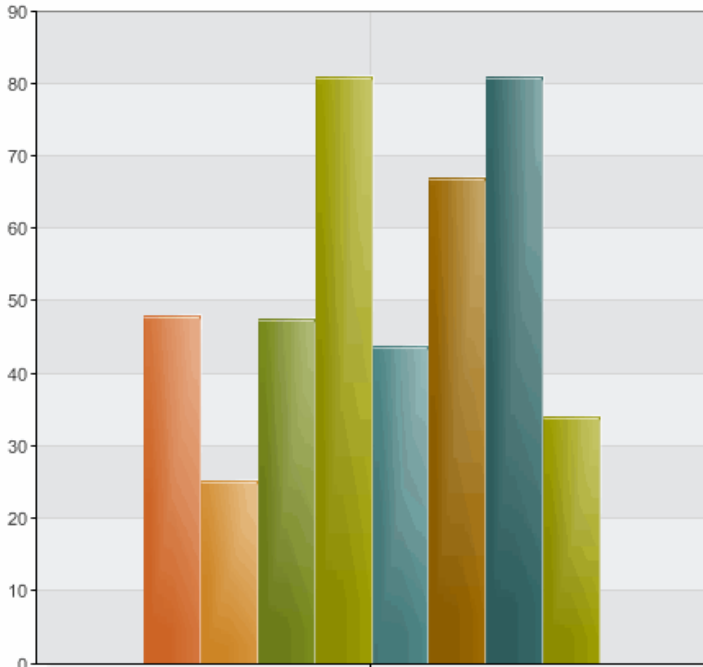
## Top 5 Key Focus Areas

<u>Section</u>	<u>Total Questions</u>	<u>Total Score</u>	<u>Snapshotz Score</u>
2.2.0 Customer Complaint Management	12	18	92.33
8.2.0 Service Measures	11	21	89.29
2.3.0 Customer satisfaction	5	25	93.00
8.8.0 Technology	58	27	70.15
8.3.0 Reporting – Contact Centre Metrics	36	29	86.79

## Top 5 Well Performing Areas

<u>Section</u>	<u>Total Questions</u>	<u>Total Score</u>	<u>Snapshotz Score</u>
1.2.0 Call / Contact Centre Objectives and Strategy	5	85	76.25
8.10.0 Planning and Objective Setting	21	85	85.00
4.0 Contact Centre Structure	15	81	95.00
7.0 Internal Communications	10	81	91.67
3.2.0 Health & Safety - Display Screen Equipment (DSE) and the working environment	20	80	89.38

# Section Summary



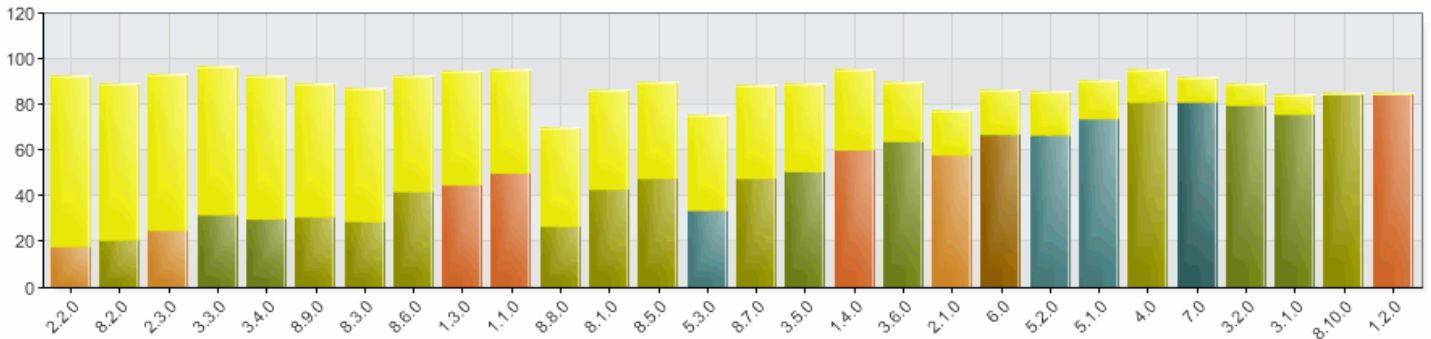
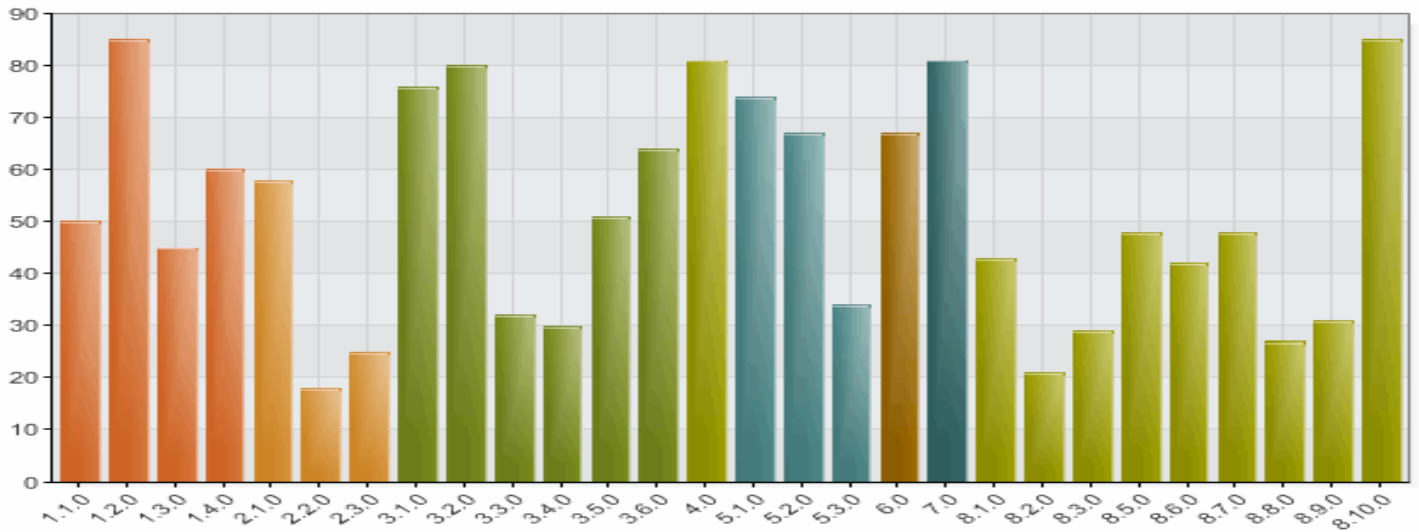
Radar chart indicating areas of opportunity or consolidation

## Notes:

1. Scores over 85% indicate the centre is performing well, however customer needs and competitive pressures need to be considered to drive performance levels.
2. Scores under 85% indicate room for improvement, again customer needs and competitive pressures need to be considered to drive performance levels.
3. In assessing where further effort is required, review the detailed reports /scores to pinpoint areas where specific effort may be required.
4. If you wish to get assistance or support to drive further efficiency or just reconfirm your approach, contact a certified customer service audit assessor listed on the customerservicesaudit.com website or contact us at [info@customerservicesaudit.com](mailto:info@customerservicesaudit.com)

# Section Details

The bigger the yellow bar, the bigger the opportunity for improvement or consolidation in each sub section / area



- 1.0 Corporate Objectives / Business Processes
- 1.1.0 Corporate Objectives and Strategy Fit
- 1.2.0 Call / Contact Centre Objectives and Strategy
- 1.3.0 Business process alignment and change management
- 1.4.0 Disaster Recovery Plan, Data Security and Compliance
- 2.0 Customer Relationship Management
- 2.1.0 Customer contact
- 2.2.0 Customer Complaint Management
- 2.3.0 Customer satisfaction
- 3.0 Health & Safety and Staff Wellbeing
- 3.1.0 Health & Safety - Health, Safety and Environment
- 3.2.0 Health & Safety - Display Screen Equipment (DSE) and the working environment
- 3.3.0 Health & Safety - Environmental controls and practices in place or what needs to be in place.
- 3.4.0 Health & Safety - Eyes and eyesight, voice, hearing / noise, and musculoskeletal disorders (MSD) are covered in this section.
- 3.5.0 Staff Wellbeing - Covers abusive contacts and work related stress and approaches centres take to reduce stress.
- 3.6.0 Staff Wellbeing - Cover daily work routine and work practises within the centre.
- 4.0 Contact Centre Structure
- 5.0 Recruitment / Career Development / Remuneration
- 5.1.0 Recruitment
- 5.2.0 Career development
- 5.3.0 Remuneration
- 6.0 Training
- 7.0 Internal Communications
- 8.0 Operational Metrics
- 8.1.0 Scheduling and resource planning
- 8.2.0 Service Measures
- 8.3.0 Reporting – Contact Centre Metrics
- 8.4.0 Contact volumes and costs
- 8.5.0 Call and contact flow monitoring and management.
- 8.6.0 Call and contact quality management
- 8.7.0 Quality of voice messages, automatic response and other customer contact
- 8.8.0 Technology
- 8.9.0 Quality and process analysis
- 8.10.0 Planning and Objective Setting

## User Agreement for the Snapshotz Self Audit Programme.

This agreement describes the terms on which you may use the Snapshotz workbook and the Snapshotz Online programme.

### Definitions

In this agreement, 'Customer' and 'you' means the entity that has entered into this agreement and its affiliates and 'we or 'us' means CustomerServicesAudit or its affiliate, agent or distributor that has entered into this agreement.

'Affiliate' means (1) with regard to you, any legal entity that you own, which owns you, or which is under a common ownership with you, and with regard to 'us' any legal entity that we own, which owns us, or which is under common ownership with us.

'Ownership' means for purposes of the definition of 'affiliate' above, more than 50%.

'Agent' and 'distributor' means an entity or a person or persons authorised by CustomerServicesAudit to carry out business on its behalf.

'Confidential Information' means information marked or otherwise identified as proprietary or confidential or that, under the circumstances surrounding the disclosure, ought in good faith to be treated as proprietary or confidential.

'Snapshotz' means the programme of assessment as provided in all manuals, documents, other aides both by physical and electronic means.

'License' means the right to use the Snapshotz programme on purchase of the 'Snapshotz workbook' and / or the 'Snapshotz Online programme'

'Manual' means the Snapshotz workbook

The customer and CustomerServicesAudit enter into this agreement to license the use of the 'Snapshotz workbook' and / or the 'Snapshotz Online programme'

The period of the contract for Snapshotz Online is 08 weeks unless extended by Customer Services Audit Limited. The contract commences on the date the user registers and begins the online assessment. Acceptance of the terms and conditions set out below is a precursor to purchase. The Snapshotz Online contract on expiry can be renewed subject to Snapshotz terms and conditions.

### 1. Grant of License.

CustomerServicesAudit will supply a Snapshotz 'Workbook' or manual with every purchase of the Snapshotz workbook. No manual is supplied with the purchase of Snapshotz Online; however each online purchase carries a license.

Each manual will have a license number and is to be used by the individual nominated by the customer. Only employees of the customer are granted Snapshotz licenses. Affiliates, consultants, contractors and third parties will be required to purchase a license. In the event of the nominated employee leaving the employ of the customer or transferring to another part of the business, the manual will be returned to the organisation or destroyed. In case there is a loss of a manual or



other material relating to the Snapshotz programme, a separate registration fee and subscription will be charged to the customer for that licence.

## 2. Other Rights.

The customer may adopt whatever approach it deems necessary in conducting the self audit subject to the provisions set out in this agreement.

## 3. License Restrictions.

Except as expressly provided in this agreement a customer may not

(i.) Use, copy (except to the extent expressly permitted by applicable law and to the extent CustomerServicesAudit is not permitted by applicable law to exclude or limit such rights) or transfer the programme or copy in whole or in part or grant or assign any rights in the Snapshotz programme granted under this agreement or accompanying documentation to any third party;

(ii.) Modify, translate, reverse engineer, decompile, disassemble, create derivative works based on, or copy the Snapshotz programme or accompanying documentation

(iii.) rent or lease the Snapshotz programme or

(iv.) remove any proprietary or intellectual property, notices, labels or marks on the Snapshotz programme and accompanying documentation. To the extent that any applicable mandatory laws gives the customer the right to perform any of the activities mentioned in sub paragraphs I. and ii., above without CustomerServicesAudit consent for purposes specified in the respective statutes, Customer agrees to provide CustomerServicesAudit with a written request detailing the information the customer is seeking to gain and the purpose for which customer needs the information before exercising any statutory rights. Only if and after CustomerServicesAudit at its sole discretion partly or completely denies customer request shall the customer exercise its statutory rights.

## 4. Property Rights.

CustomerServicesAudit own and retain all right, title and interest in the (i.) Snapshotz programme; and (ii.) all intellectual property of any kind relating to the design of the Snapshotz programme.

## 5. Subscription Rights.

Nothing contained in this agreement can give you any rights to new or different assessment programmes developed and marketed by CustomerServicesAudit and its affiliates, agents or distributors.

## 6. Audit

CustomerServicesAudit or its affiliates agents or distributors may twice a year audit the Customers use of the Snapshotz programme at CustomerServicesAudit cost. If the audit reveals that the customer has underpaid fees, the customer will be invoiced for such underpaid fees as well as reasonable costs of the audit.

## 7. Warranty

CustomerServicesAudit expressly disclaims all warranties of any kind, whether express or implied, including, but not limited to the implied warranties of merchantability, fitness for a particular purpose and non-infringement.

CustomerServicesAudit makes no warranty that (i) the Snapshotz programme will meet your requirements, (ii) Snapshotz programme is error-free, (iii) the results that may be obtained from use of the Snapshotz programme will be accurate or reliable, (iv) the quality of the information, or other material received by you through the Snapshotz programme will meet your expectations.

No advice or information, whether oral or written, obtained by you from CustomerServicesAudit or through or from the Snapshotz programme shall create any warranty not expressly stated in this user agreement.

Some jurisdictions do not allow the exclusion of certain warranties or the limitation or exclusion of liability for incidental or consequential damages. Accordingly, some of the above limitations may not apply to you.

## 8. Limitations of Liability.

To the extent permitted by applicable law, you agree that neither CustomerServicesAudit or its affiliates agents or distributors shall be liable for any loss of income, loss of opportunity or profits, cost of recovery or any other special,

incidental, consequential or indirect damages arising out of or in connection with this agreement or the use of software or accompanying documentation however caused or any theory of liability. This limitation will apply even if CustomerServicesAudit or its affiliates have been advised of the possibility of such damages. In no event shall the liability of CustomerServicesAudit or its affiliates, exceed the amount paid for the licence at the beginning of the term. CustomerServicesAudit affiliates, agents and distributors are intended to be third party beneficiaries to the programme.

## 9. Assignment.

Neither this agreement nor any of the rights and obligations of the customer arising under this agreement may be assigned or transferred by operation of law or otherwise without the prior written consent of CustomerServicesAudit unless assigned to a successor in interest, or pursuant to a merger, corporate reorganisation or a sale or transfer of all or substantially all of customer's assets where customer has given CustomerServicesAudit written notice of such corporate change. Subject to this restriction, this agreement will be binding upon and inure to the benefit of the parties hereto their successors and assigns.

## 10. Governing law.

The agreement will be governed by the laws of New Zealand, without reference to conflict of laws principle and excluding the United Nations Convention on contracts for the international sale of goods and in any dispute arising out of this agreement the customer consents to the exclusive personal jurisdiction and venue of the competent courts of New Zealand, Notwithstanding the foregoing either party may seek injunctive relief in any court of competent jurisdiction to protect its intellectual property rights.

## 11. General provisions.

If any provision of this agreement is held to be invalid by a court of competent jurisdiction, the remaining provisions will nevertheless remain in full force and effect. CustomerServicesAudit and the Customer agree to replace any invalid provision with a valid provision and, which closely approximates to the intent and economic effect of the invalid provision. Non performance of either party shall be excused to the extent that performance is rendered impossible by force majeure. The waiver by a party of a subsequent breach of any provision of this agreement by another party will not operate or be interpreted as a waiver of any other or subsequent breach. No waiver, modification or amendment to this agreement shall be effective unless in writing signed by a duly authorised representative of the parties. This agreement constitutes the entire agreement between CustomerServicesAudit and the customer and supersedes any and all other agreements or discussions oral or written relating to the licensing of the Snapshot programme to the customer.

To contact CustomerServicesAudit for any reason relating to this agreement, write to

**Customer Services Audit**

TeleConsultants House

31 MacKelvie Street

Grey Lynn

Phone: 0064 9 376 2806

Or email to [info@customerservicesaudit.com](mailto:info@customerservicesaudit.com)