



Support Center Metrics and Measurements

Official curriculum of HDI.

HDI's official curriculum addresses the needs of support professionals throughout their careers and the various maturity levels of their support operations. It presents the business processes and soft skills required to increase productivity, profitability, and improve customer satisfaction.

"I really liked how you applied these processes to each of our businesses and used real-life examples. I plan to go back and implement takeaways from this class. Great job!"

— Randy Mettling,
United Telephone

Course Overview

Is the support center meeting its goals? What is the support center's performance compared to other support centers and organizations? What should be measured and where will the focus on improvement efforts benefit the organization? Measuring the support team's performance can help guide business decisions.

This one-day intensive course is designed to identify the metrics that every support center should be using to measure individual, team, and organizational performance. The course will introduce key performance indicators (KPIs) and will identify the important types of questions to ask when analyzing data. Discover which support center metrics are important, how to calculate them, and what to do with them.

What You Will Learn

- ▶ The different types and purpose of metrics
- ▶ How to identify which metrics to measure
- ▶ Data sources for common support center metrics
- ▶ How to identify KPIs based on goals/objectives
- ▶ How to differentiate between leading and lagging indicators
- ▶ The purpose of baselining and benchmarking
- ▶ The value of cost-benefit analysis and return on investment
- ▶ How to use balanced scorecards
- ▶ The different types and purpose of performance reports

Who Should Attend

— Anyone who wants to learn how to effectively utilize the appropriate metrics for individual, team, and organizational performance

Course Prices



Public Classroom Training: Interactive one-day course among peers.

Member Price: \$645 / Price: \$695



Virtual Classroom Training: One day of live, instructor-led training delivered over the Internet.

Member Price: \$645 / Price: \$695



Online Training: 2-4 hours of interactive, self-paced learning.

Member Price: \$295 / Price: \$345



Onsite Training: A one-day course conducted at your company's site.

Call 800.248.5667 for pricing.

Register

Call: 800.248.5667 Visit: www.ThinkHDI.com/MM

Unit 1: *Which Metrics Are Important to Your Support Center?*

Section 1: Overview of Metrics
Section 2: Purpose of Metrics
Section 3: Sources of Measurements
Section 4: Identifying Which Metrics to Measure

Unit 2: *Understanding Key Performance Indicators*

Section 1: Key Performance Indicators
Section 2: Leading vs. Lagging Indicators
Section 3: Baselining vs. Benchmarking

Unit 3: *What to Do With Metrics*

Section 1: Cost-Benefit Analysis and Return on Investment
Section 2: Balanced Scorecard
Section 3: Performance Reporting