

THE CONTACT CENTRE SURVEY

2018 BENCHMARK POSITIONS

MANAGEMENT

Contact Centre Vice-President
Contact Centre Director
Contact Centre Manager
Market Research Director
Contact Centre Project Manager

CUSTOMER SERVICE REPRESENTATIVE

Contact Centre Supervisor/Lead
Contact Centre Representative 3
Contact Centre Representative 2
Contact Centre Representative 1
Internet Support Representative
Internal Help Desk Support
Help Desk Lead
Help Desk Rep 2
Help Desk Rep 1

QUALITY ASSURANCE

Quality Assurance Manager
Quality Assurance Facilitator 2
Quality Assurance Facilitator 1

TECHNICAL SUPPORT

Contact Centre Technical Support Representative 3
Contact Centre Technical Support Representative 2
Contact Centre Technical Support Representative 1

SPECIALIZED AGENTS

Specialized Agent Supervisor/Lead
Specialized Agent 2
Specialized Agent 1
Dispatcher

SALES (INBOUND/OUTBOUND)

Inbound Contact Centre Sales Representative 2
Inbound Contact Centre Sales Representative 1
Outbound Contact Centre Sales Representative 2
Outbound Contact Centre Sales Representative 1
Outbound/Market Research Representative 2
Outbound/Market Research Representative 1

CREDIT/COLLECTIONS

Credit/Collections Manager
Credit/Collections Lead/Supervisor
Credit/Collections Representative 2
Credit/Collections Representative 1

TRAINING/ADMINISTRATION

Contact Centre Analyst
Contact Centre Learning Manager
Instructional Designer
Contact Centre Trainer
Contact Centre Resource Manager
Contact Centre Scheduler/Resource Coordinator
Contact Centre Administrator