



HDI Motown Chapter Meeting Minutes

Topic: Navigating the Metrics Maze **Date:** 05/14/2009 **Location:** Volkswagen, Auburn Hills MI

Speaker: Eric Zbikowski, Managing Partner at MetricNet, LLC

Meeting Minutes-

- Introduction – Dan with ice breaker – Who you are, what you do and what are you doing for Memorial Day
- MetricNet Meeting discussion about metrics- to understand what you really need to measure
 - Commonly measured KPIs
 - Cost
 - Quality
 - Productivity
 - Agent
 - Service Level
 - Call Handling
 - How do we turn help desk KPI's into a competitive advantage?
 - Better
 - Faster
 - Cheaper
 - In any non-revenue help desk if you are not doing anything to decrease cost and increase quality- stop doing it

Recent articles in Call Center Magazine-

<http://www.callcentermagazine.com/shared/article/showArticle.jhtml?articleId=197004092>

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May 26th next webcast- more information at www.metricnet.com

- Act on the metrics don't just make the decision to do something about it.
- Dan – Updates on the chapter and upcoming events
- Dan – Prize give aways and free prizes for the rest