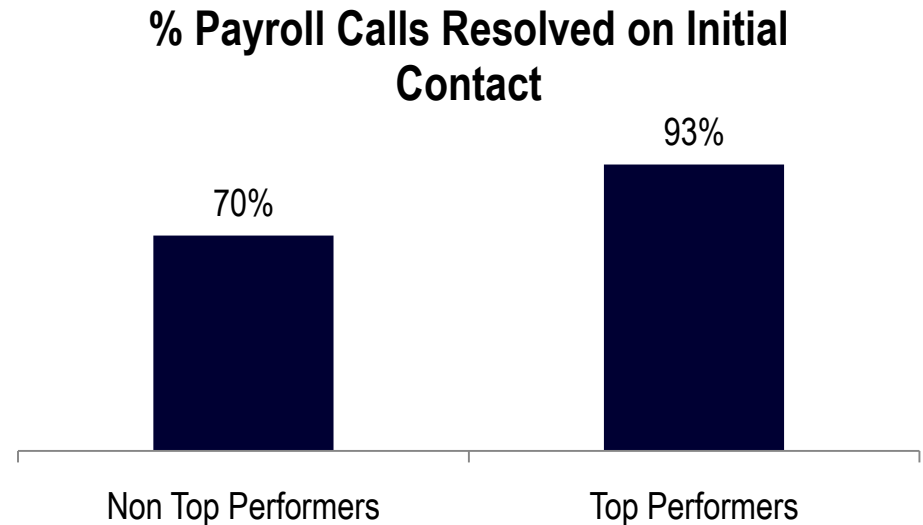


# Metric Of The Month: Percent of Payroll Calls Resolved on Initial Contact

As payroll organizations begin to focus on automation in the area of Payroll Inquiries and Response, we see a positive impact on the number of inquiries they are able to resolve on the initial contact. For Top Performers, 93% of inquiries are resolved on the initial contact, compared to 70% of non-Top Performers.

Top Performers use more knowledge based tools to help resolve inquiries. In addition, they are more apt to use call tracking software that provides more information on the employee. What is also very common is the usage of more sophisticated functionality to route inquiries to the most knowledgeable resources. Although Top Performers recognize the value of payroll knowledge in the call center, they tend to balance the subject matter expertise with other skills and qualifications necessary to run a high performing call/contact center.

This metric clearly shows an investment in call/contact center technology can make the organization more effective.



Provided By Felicia Cheek, Payroll Program Manager, The Hackett Group

The Hackett Group, a global strategic advisory firm, is a leader in best practice advisory, benchmarking, and transformation consulting services, including shared services, off shoring and outsourcing advice. Utilizing best practices and implementation insights from more than 4,000 benchmarking engagements, executives use Hackett's empirically based approach to quickly define and prioritize initiatives to enable world-class performance.