

Call Metrics

METRICS

METRICS

Call Metrics

Employee Satisfaction

METRICS

METRICS

Employee Satisfaction

Customer Satisfaction

METRICS

METRICS

Customer Satisfaction

Product Quality

METRICS

METRICS

Product Quality

Financial Success

METRICS

Knowledge Management
Metrics

METRICS

METRICS

Financial Success

METRICS

Knowledge Management
Metrics

Subjective Feedback

METRICS

Rewards and Recognition
Criteria Characteristics of
Heroes

METRICS

METRICS

Subjective Feedback

METRICS

Rewards and Recognition
Criteria Characteristics of
Heroes

Learning and Innovation
Indicators

METRICS

METRICS

Learning and Innovation
Indicators

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METRICS

METRICS

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Customer Loyalty

VALUE TO BUSINESS

VALUE TO BUSINESS

Customer Loyalty

Revenue

VALUE TO BUSINESS

VALUE TO BUSINESS

Revenue

Customer Contact

VALUE TO BUSINESS

VALUE TO BUSINESS

Customer Contact

Profit

VALUE TO BUSINESS

VALUE TO BUSINESS

Profit

Product Sales

Market Positioning

VALUE TO BUSINESS

VALUE TO BUSINESS

VALUE TO BUSINESS

VALUE TO BUSINESS

Product Sales

Market Positioning

Customer Experience

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VALUE TO BUSINESS

VALUE TO BUSINESS

VALUE TO BUSINESS

VALUE TO BUSINESS

Customer Experience

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Reduced Total Cost of
Ownership

VALUE TO CUSTOMER

VALUE TO CUSTOMER

Reduced Total Cost of
Ownership

Productivity

VALUE TO CUSTOMER

VALUE TO CUSTOMER

Productivity

Confidence in Relationship
with Vendor

VALUE TO CUSTOMER

VALUE TO CUSTOMER

Confidence in Relationship
with Vendor

Contribution to Customer
Business Success
(\$, flexibility)

VALUE TO CUSTOMER

VALUE TO CUSTOMER

Contribution to Customer
Business Success
(\$, flexibility)

Focus on Core Business

VALUE TO CUSTOMER

VALUE TO CUSTOMER

Focus on Core Business

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VALUE TO CUSTOMER

VALUE TO CUSTOMER

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On Site

DELIVERY

DELIVERY

On Site

Remote Person-to-Person
Phone and Electronic

DELIVERY

DELIVERY

Remote Person-to-Person
Phone and Electronic

Web Based Self Help

DELIVERY

DELIVERY

Web Based Self Help

Enabling Peer-to-Peer

DELIVERY

DELIVERY

Enabling Peer-to-Peer

Community (e.g. Linux)

DELIVERY

DELIVERY

Community (e.g. Linux)

Support in the Product

DELIVERY

DELIVERY

Support in the Product

Channels/Distributors

DELIVERY

DELIVERY

Channels/Distributors

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DELIVERY

DELIVERY

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None

Bundled in Services

SERVICE OFFERINGS

SERVICE OFFERINGS

SERVICE OFFERINGS

SERVICE OFFERINGS

None

Bundled in Services

Bundled in Product

Free

SERVICE OFFERINGS

SERVICE OFFERINGS

SERVICE OFFERINGS

SERVICE OFFERINGS

Bundled in Product

Free

Proactive

SERVICE OFFERINGS

SERVICE OFFERINGS

Proactive

Per Call

SERVICE OFFERINGS

SERVICE OFFERINGS

Per Call

Tiered Service Levels

SERVICE OFFERINGS

SERVICE OFFERINGS

Tiered Service Levels

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SERVICE OFFERINGS

SERVICE OFFERINGS

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