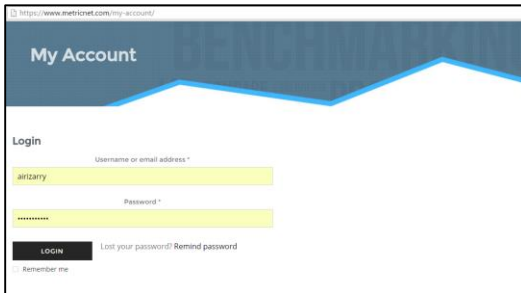


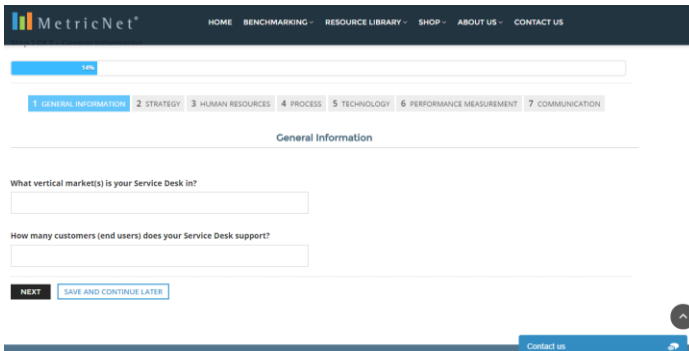
MetricNet's Online Benchmarking Process Maturity Assessment

User Guide

1. MetricNet will send an email to the primary contact with login credentials immediately after the project kickoff meeting.
 - a. Login credentials will be unique to the Call Center, desktop support group or call center being benchmarked. If multiple locations are being separately benchmarked, each location will be provided a unique set of login credentials.
 - b. If you do not receive this email within 1 hour of your project kick-off meeting, please notify us at info@metricnet.com.
2. Login to your account at <https://www.metricnet.com/my-account>



3. Navigate to the Benchmarking Process Maturity Assessment at <https://www.metricnet.com/process-assessment-cc/>



4. The process assessment includes 7 unique sections. Each section should be completed on a best efforts basis before submitting your data. **For each question in sections 2-7, please indicate the level of maturity for the best practice defined by placing your score in the entry box (Score 1 - 5, or leave blank if the best practice does not apply to your Call Center). Fractional scores, e.g. 3.5, are acceptable.**
 - a. **Section 1 – General Information:** We are requesting some general information about your Call Center.
 - b. **Section 2 – Strategy:** We are requesting that you answer a number of questions regarding Call Center Strategy, Vision, and Mission.
 - c. **Section 3 – Human Resources:** We are requesting that you answer a number of questions regarding Human Resource Management in your Call Center.
 - d. **Section 4 – Process:** We are requesting that you answer a number of questions regarding your Call Center processes and procedures.
 - e. **Section 5 – Technology:** We are requesting that you answer a number of questions regarding your Call Center Technology.
 - f. **Section 6 – Performance Measurement:** We are requesting that you answer a number of questions regarding your Call Center Performance Measurement.
 - g. **Section 7 – Communication:** We are requesting that you answer a number of questions about the way your Call Center communicates with key stakeholders.

5. At any time, you may save and continue by clicking the save and continue later button at the bottom of the page:



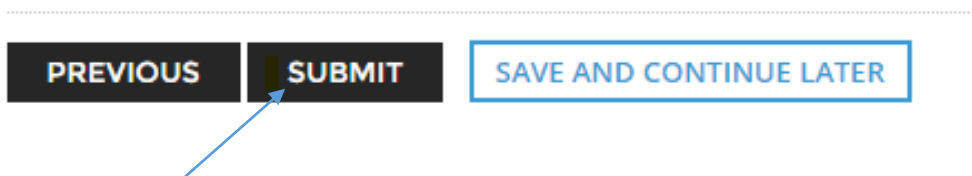
- a. You will be provided a unique link to return to the form at a later date. Copy this link and request to have it emailed to you by adding your email to the entry box and clicking the SEND EMAIL button.

Please use the following link to return to your form from any computer.

https://www.metricnet.com/data-collection/?gf_token=12d981825ef54b488a570974ca9fbf00

This link will expire after 30 days. Enter your email address to send the link by email.

- When each section is completed on a best-efforts basis, please click the SUBMIT button that appears at the bottom of section 7.



- Once you have completed and submitted both the process assessment and the online data submission, MetricNet will contact you to schedule a time to review the submissions.