



## “Spotlight” Contact Center Form

Contact Center Name: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Phone: \_\_\_\_\_

Contact Person Email: \_\_\_\_\_

How many agents staff your contact center? \_\_\_\_\_

Contact Center Hours of Operations: \_\_\_\_\_

How many full-time supervisors staff your contact center? \_\_\_\_\_

City/County Population: \_\_\_\_\_ How many citizens/customers do you serve? \_\_\_\_\_

What is the annual Call Volume in your contact center? \_\_\_\_\_

How do you engage your customers? Please check all that apply:

Phone \_\_\_ Walk-In \_\_\_ Chat \_\_\_ Text \_\_\_ Social Media \_\_\_ Other: \_\_\_\_\_

What types of services does your Contact Center offer?

General Information / Requests for City Services \_\_\_\_\_ Police/Fire Non-Emergency \_\_\_\_\_

Utility Billing/Customer Service \_\_\_\_\_ Dispatch \_\_\_\_\_ Other \_\_\_\_\_

Do you utilize CRM software? If so, please tell us what you use. \_\_\_\_\_

What features do you like about this software?

\_\_\_\_\_  
\_\_\_\_\_  
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**What initiatives is your Contact center currently working on for process improvements?**

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**What are the most important contact center metrics that you measure? Please explain how you utilize the metrics.**

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**Does your contact center listen to social media? If so, please describe how, including the frequency and which software is utilized, if any.**

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**Does your contact center have a formal recognition program? If so, please describe how you recognize and motivate employees.**

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**Please list any additional information you want others to know about your contact center.**

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**Please include some photos (in jpeg. file format) to will be added to the website.**

Email this form to: [Jennifer.gogol@toledo.oh.gov](mailto:Jennifer.gogol@toledo.oh.gov).