

Quiz – Principles Session

10/25/2022

1. Number of contacts handled is the best measurement of individual productivity. (F)
2. When adherence to schedule improves (goes up), occupancy will go up. (F)
3. Erlang C is a formula that is today widely used for calculating staff. (T)
4. If service level is not good, adding one or two agents won't make much of a difference. (F)
5. A satisfied caller naturally means you had a quality contact. (F)