

**Level 1: An All Participants Report FREE**

This 78 page report covers a broad range of detailed statistics comparing your center to the database participants. A good place to start.

**Level 2: An Industry Report \$1,500**

Each of 25 industries are represented in our data warehouse. This includes but is not limited to the following industries: banking, insurance, telecommunications, health services. For each industry there is a complete benchmark report giving insightful and important performance statistics.

**Level 3: A Peer Group Report \$20 Per Agent Seat  
\$1,200 Minimum**

This is our most popular report. The Peer Group Report compares your center to a defined peer group of similar centers, identifying your performance gaps quantitatively and statistically. This apples-to-apples approach is a core value of our benchmarking methodology. Only peer group benchmarking can give you accurate information on performance, and allow you to make good decisions on budgeting, personnel, technology, and more.



**Performance Gap Vs. Solution Report**

This report furnishes you with a table of suggested solutions to apply to your major performance gaps. Each suggested solution shows an approximate cost, implementation time, risk factor and ROI. It then ranks the solutions by a "best fit" analysis to help you focus on where to get the most improvement for your dollar. This "starting point for analysis" affords major value-added for most centers.

Please allow 10 business days from the time we've received your completed questionnaire. Shipping is \$25 for each report.