Benchmark Portal

The SOURCE for Contact Centers

The Best Call Center Training in the Industry!
Improve the Performance of Your Customer Service Center - - and Your Career - - with BenchmarkPortal's Certification Training

Value and Experience

BenchmarkPortal aims to provide superior value for money by keeping overheads low and quality high. Our Green Business approach puts the focus on sustainability and savings that we pass on to our customers. BenchmarkPortal's courses are led by the industry's top-rated instructors, with over 150 years' combined experience. We offer unsurpassed experience and teaching excellence at a price our competition cannot match.

Quality Based on Data and Research

As the source of advanced contact center research since 1995, the BenchmarkPortal team incorporates emerging best practices into the curriculum on a continuing basis. This separates our call center training from others and makes the experience especially exciting and informative. We use our unique and world-renown benchmarking survey in the course. The student submits the survey with data from their organization before attending. The resulting report provides instant feedback to students. With assistance and insights from their instructor, they can identify those issues that they should address upon returning home. Our 12 KPI call center benchmarking is included at no extra charge to all participants.

Career Enhancement

The Certification programs from BenchmarkPortal will help you stand out from the crowd and gain recognition. Our graduates are regularly recognized for their creative improvements when they return to their places of work. Certification adds to your credibility as a manager and sets you apart from other professionals.

Community and Sharing

Classroom sizes are small. This helps facilitate sharing among participants and creates an atmosphere where everyone can learn from each other. The interaction with other call center professionals is an invaluable aspect of the BenchmarkPortal program.

Competitive Advantage

Benchmarking measures how well your organization is currently performing compared to your competitors and other top organizations across North America and worldwide. Identify the key KPI's in your call center and learn how you can turn lagging performance indicators around to improve your company's bottom line. Comparisons indicate competitive strengths and weaknesses and help to overcome typical barriers to change. You will be able to determine the cost of performance gaps by calculating the dollar value of poor performance. You will also be able to calculate ROIs through the skills you learn in our courses. Join us and learn how to create and maintain a true competitive advantage through your customer contact center.

About BenchmarkPortal

BenchmarkPortal is the leader in Call Center Benchmarking, Call Center Certification, Call Center Training and Call Center Consulting. Since its beginnings in 1995 under Dr. Jon Anton of Purdue University, BenchmarkPortal has grown with the customer service industry and now hosts the world's largest call center metrics database. Currently led by Bruce Belfiore, the BenchmarkPortal team of professionals has gained international recognition for its call center expertise and innovative approaches to Best Practices for the customer service industry.