

# “Implementing Activity Based Costing for Contact Centres”



## Course Overview

In today's environment it is increasingly important to understand the key drivers of profitability. Having insight into the activities undertaken to drive business revenue and the associated costs is key. These insights will enhance decision making and deliver better business outcomes. This workshop provides tools to help align strategies around cost management and to help deliver required business outcomes.

## Course Objectives

This course will provide you with:

- An understanding of how to Apply Activity Based Costing to drive business improvements
- An understanding of the theory, practice and benefits of Activity Based Costing
- How to design and build a model and identify the activity undertaken
- Show Direct and Indirect cost allocation methods
- Determining Cost to Serve/Acquisition Costs – cost per call (by call type)
- Analysing results including matching revenue to costs
- Practical examples of applying Activity Based Costing methodology
- Tips and tricks for building a reliable and maintainable Activity Based Costing model
- Tools to implement Activity Based Costing

On completion of the course you will have:

- An appreciation of the theoretical and practical aspects of Activity Based Costing
- Skills to implement an Activity Based Costing project
- Understanding of how to use Activity Based Costing results to derive strategic and operational business insights

## Who will benefit from this course?

- Business Unit Managers
- Contact Centre Managers
- Operations Managers
- Business Analysts
- Process Improvement/ Quality Assurance Professionals/Workforce Planners

## Course Details and Contacts

Cost: \$1,000 per participant + GST (Including course material & catering)\*

Locations and Dates: Sydney (30<sup>th</sup> March), Melbourne (23<sup>rd</sup> March) and Brisbane (29<sup>th</sup> March) – venues to be advised

For more information and registration forms please send email to [cmaguire@thepascalgroup.com.au](mailto:cmaguire@thepascalgroup.com.au)

*\* Please note 10% discount applies to all registrations received and paid before 25<sup>th</sup> February*



## CONTACT INFORMATION

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