

# Call-Center Industry in Israel

Academic Manager

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Presenter

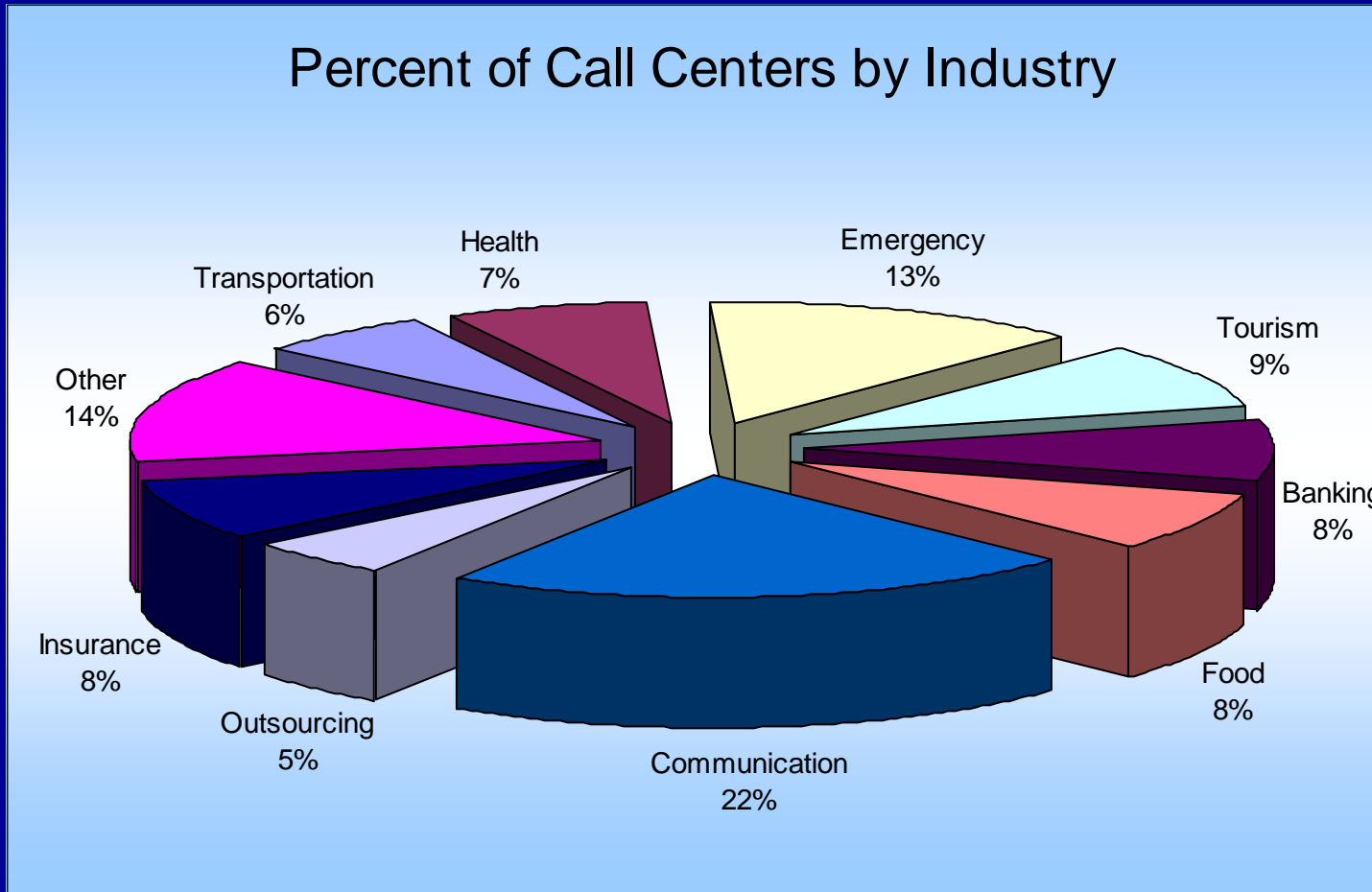
**Dr. Iris Vilnai-Yavetz**

Technion – Israel Institute of Technology

Survey conducted with assistance of undergraduate  
student research assistants

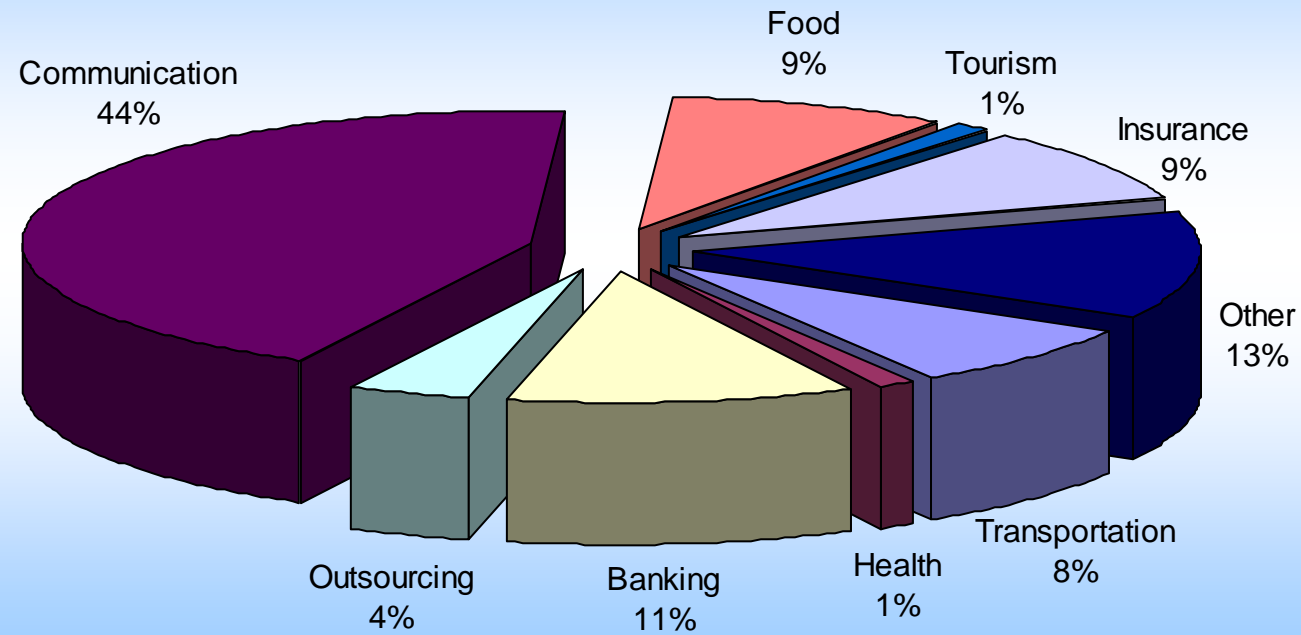
Slides available at <http://Anat.Rafaeli.Net>

# Initial Survey of ALL Call Centers in Israel

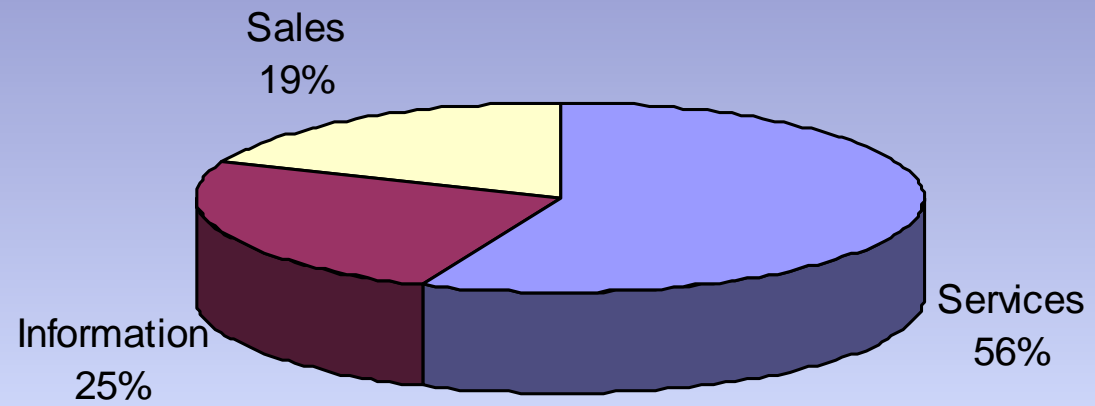


# Sample Representative of Industry (Except for Tourism and Health)

Sample by Industry

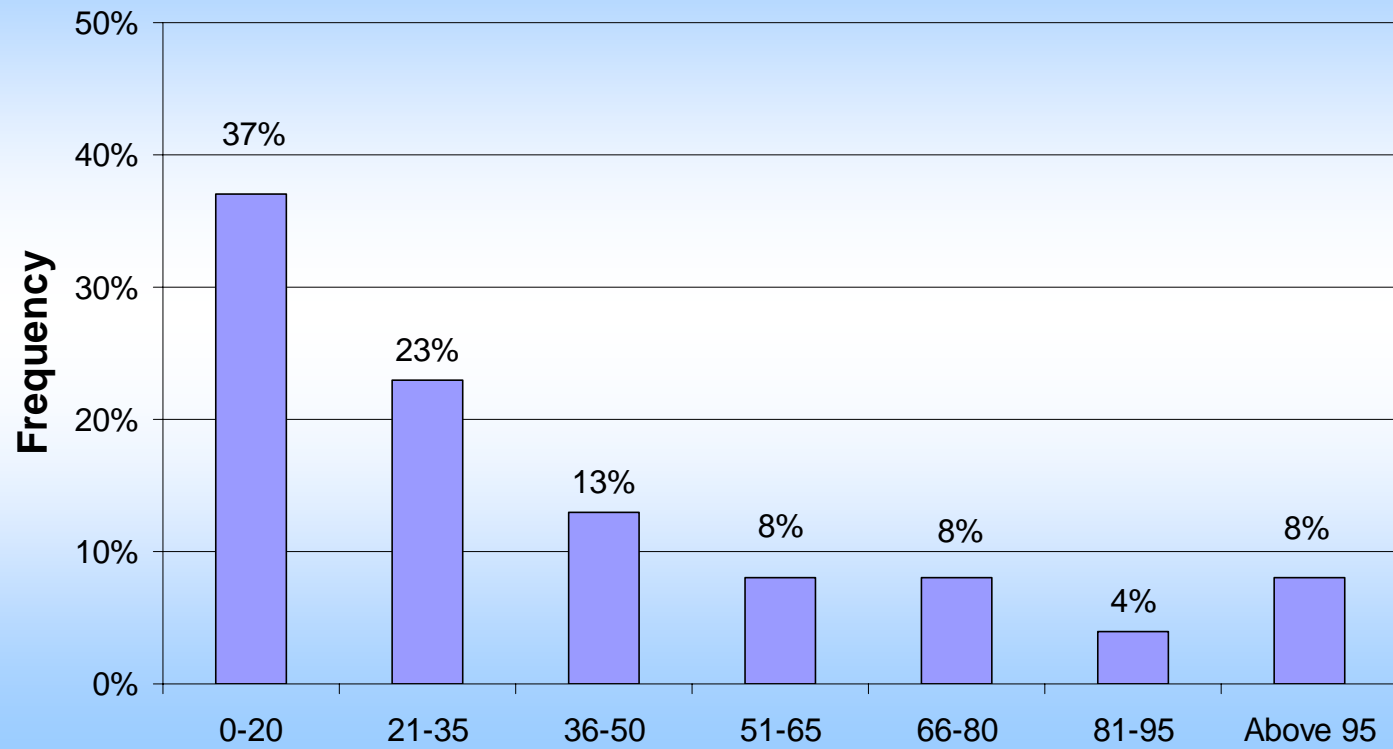


### Sample by main function

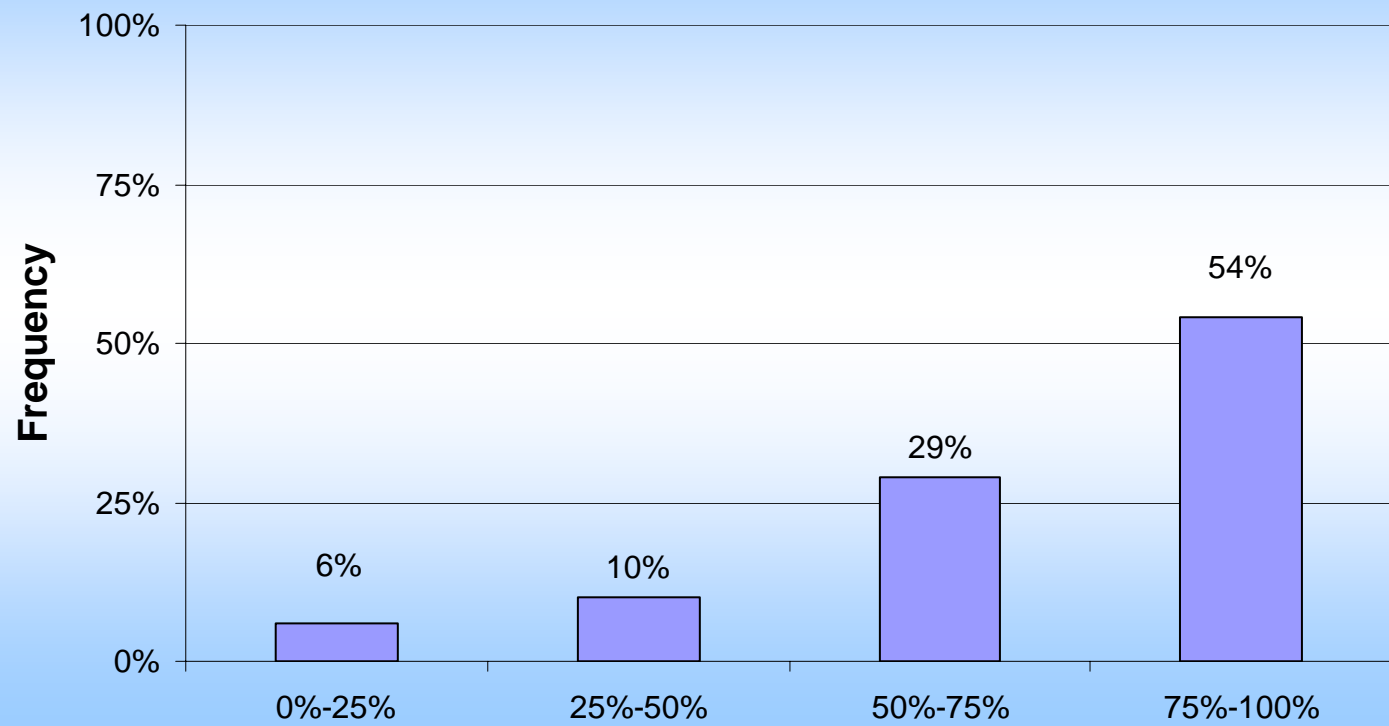




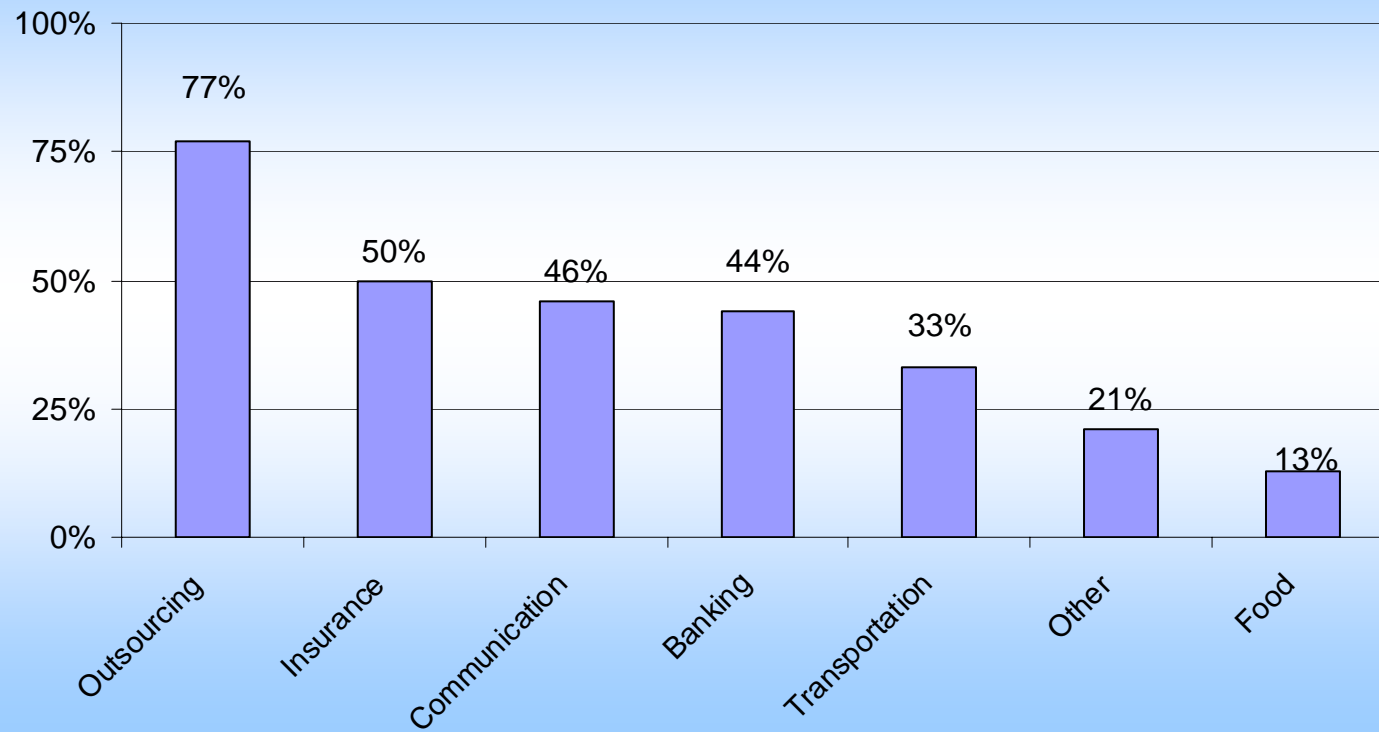
## Number of Active Work Stations



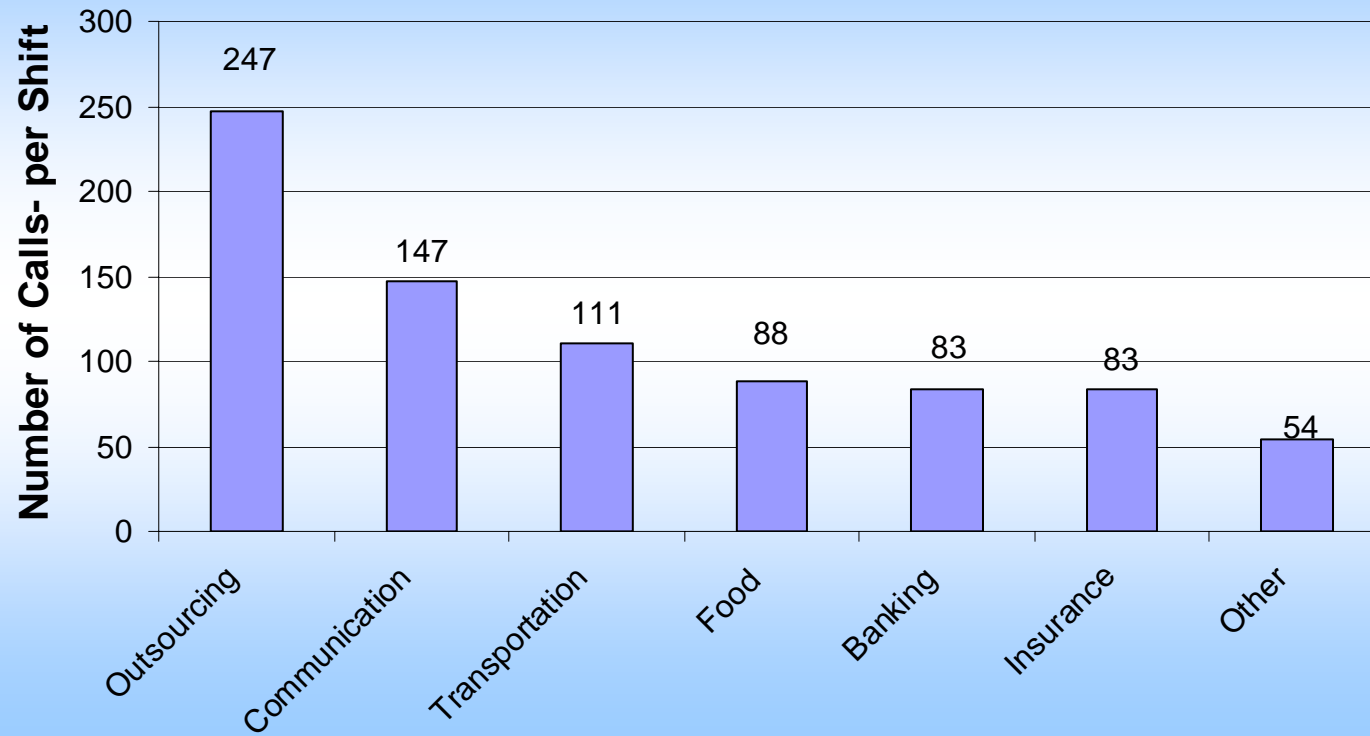
## Percent of Female Employees



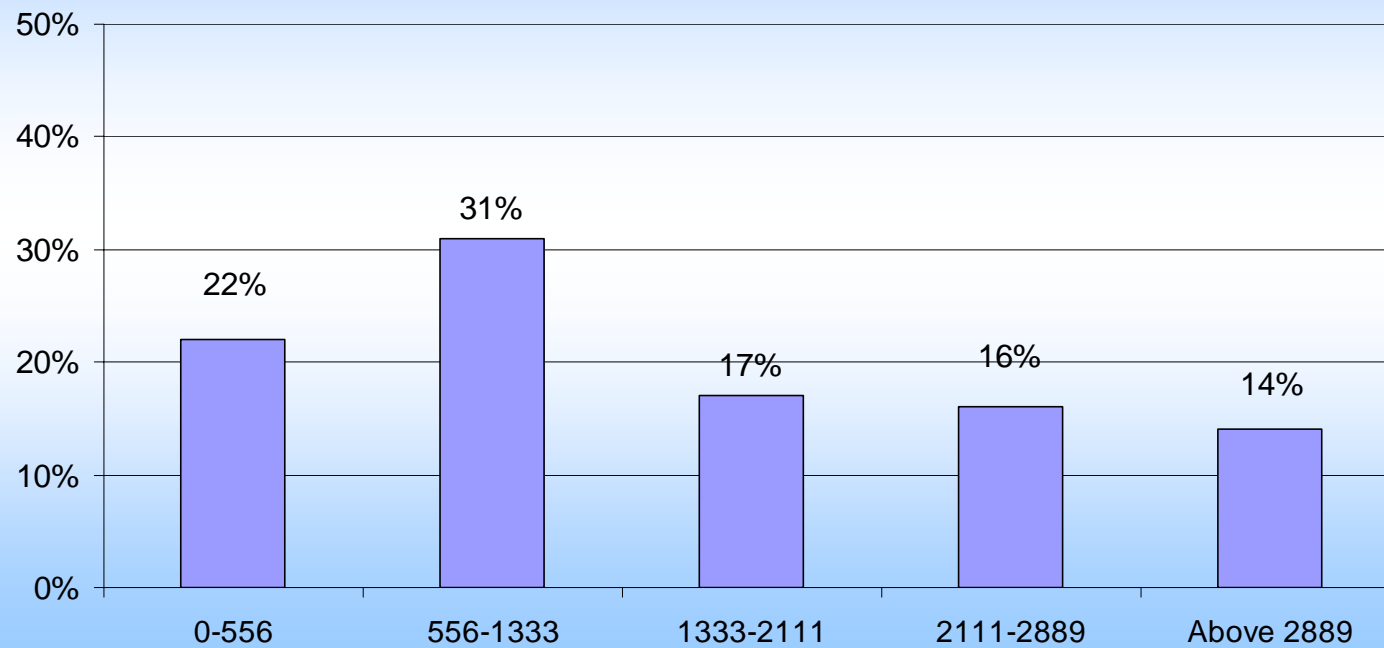
## Percent of Student Employees by Industry



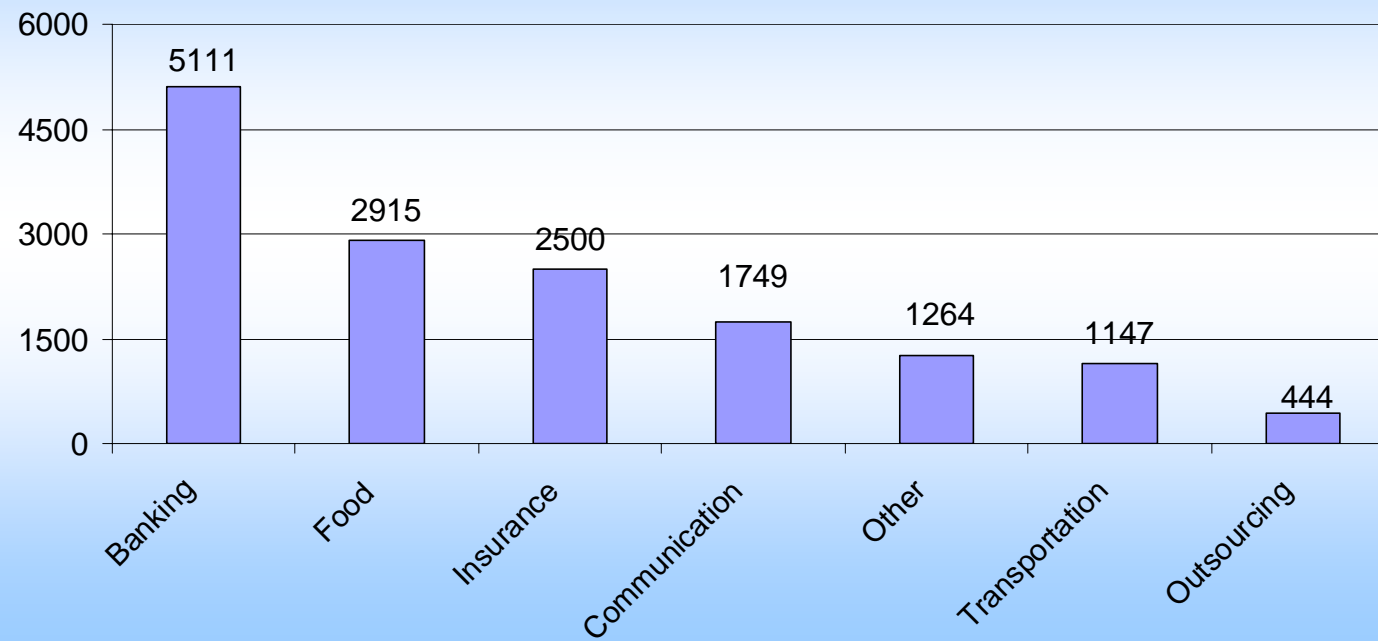
## Employee Work Load- per Shift- by Industry



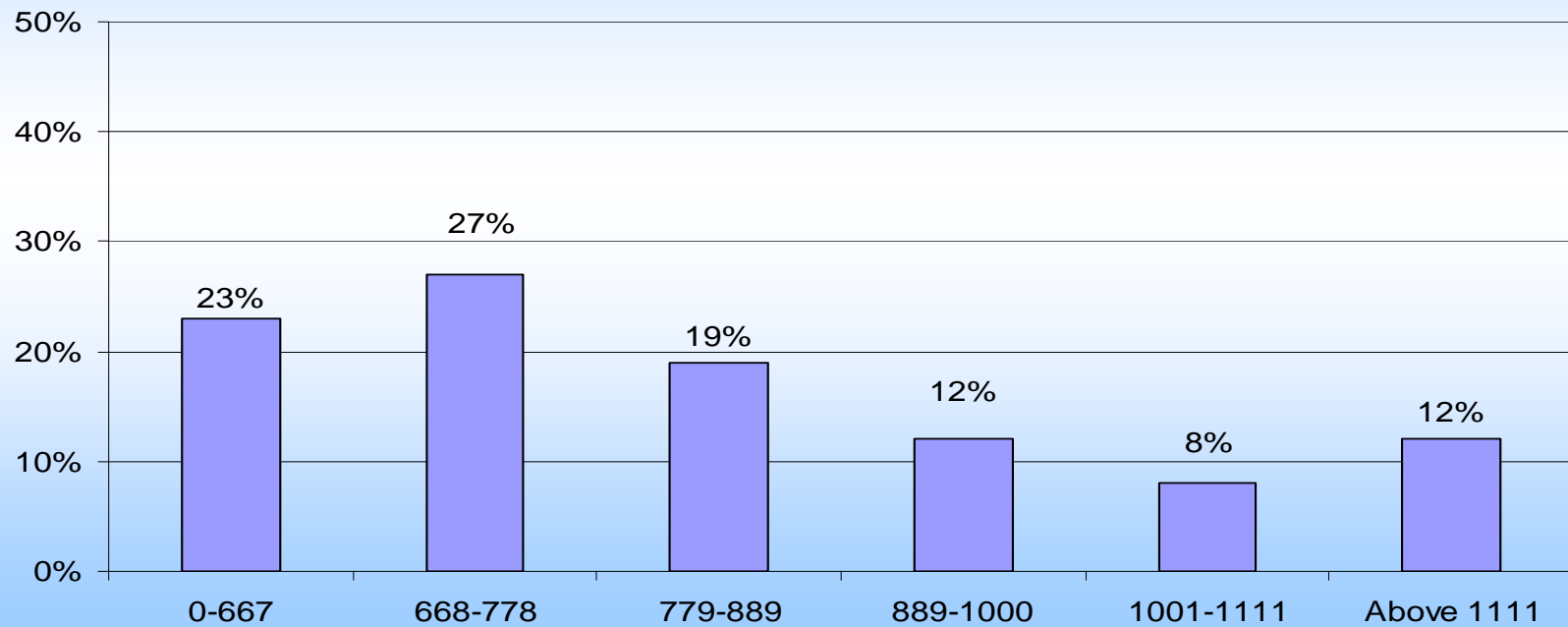
## Costs of Recruitment, Screening and Training of New Hires (in \$\$)



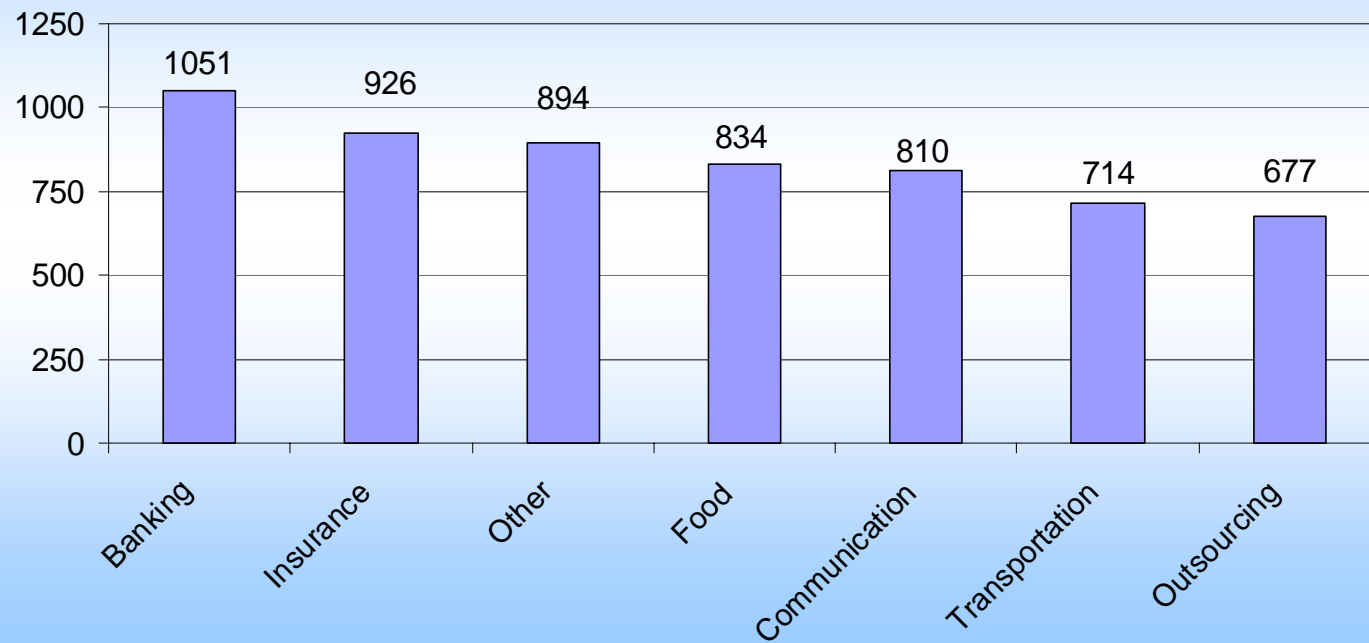
## Costs of Recruitment, Screening and Training of New Hire -- by Industry (in \$\$)



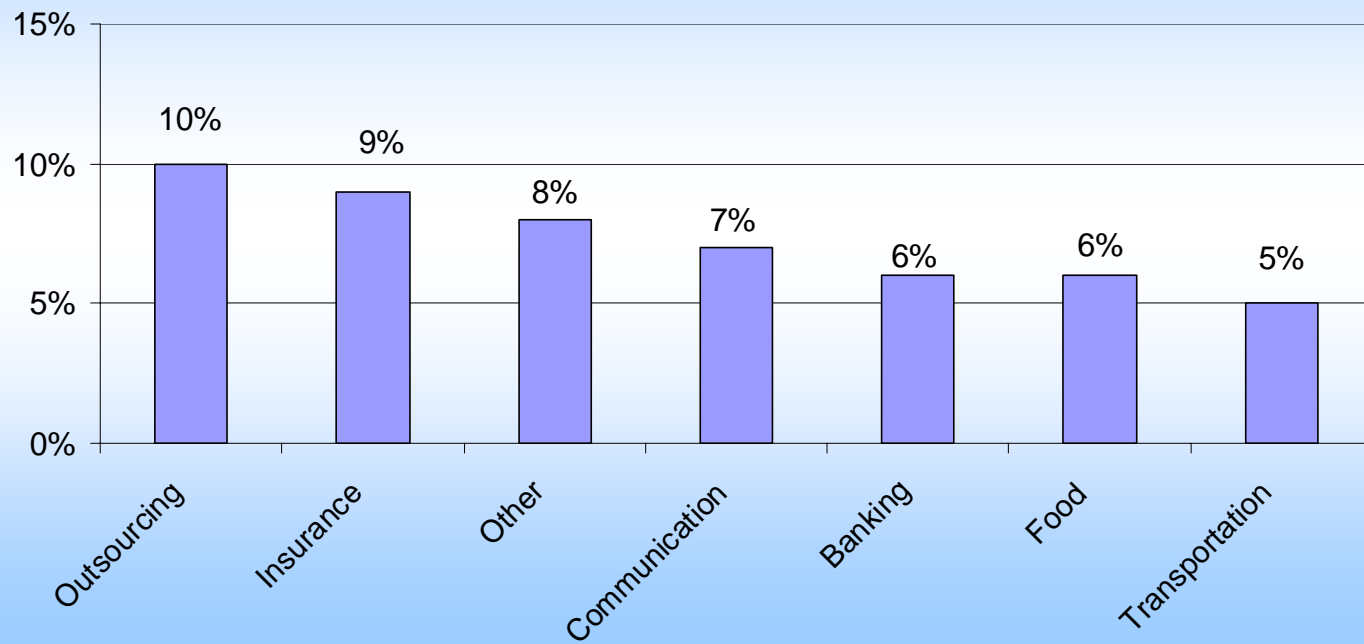
## Average Monthly Employee Salary (including benefits - in \$\$) (Minimum Wage is \$744 a month)



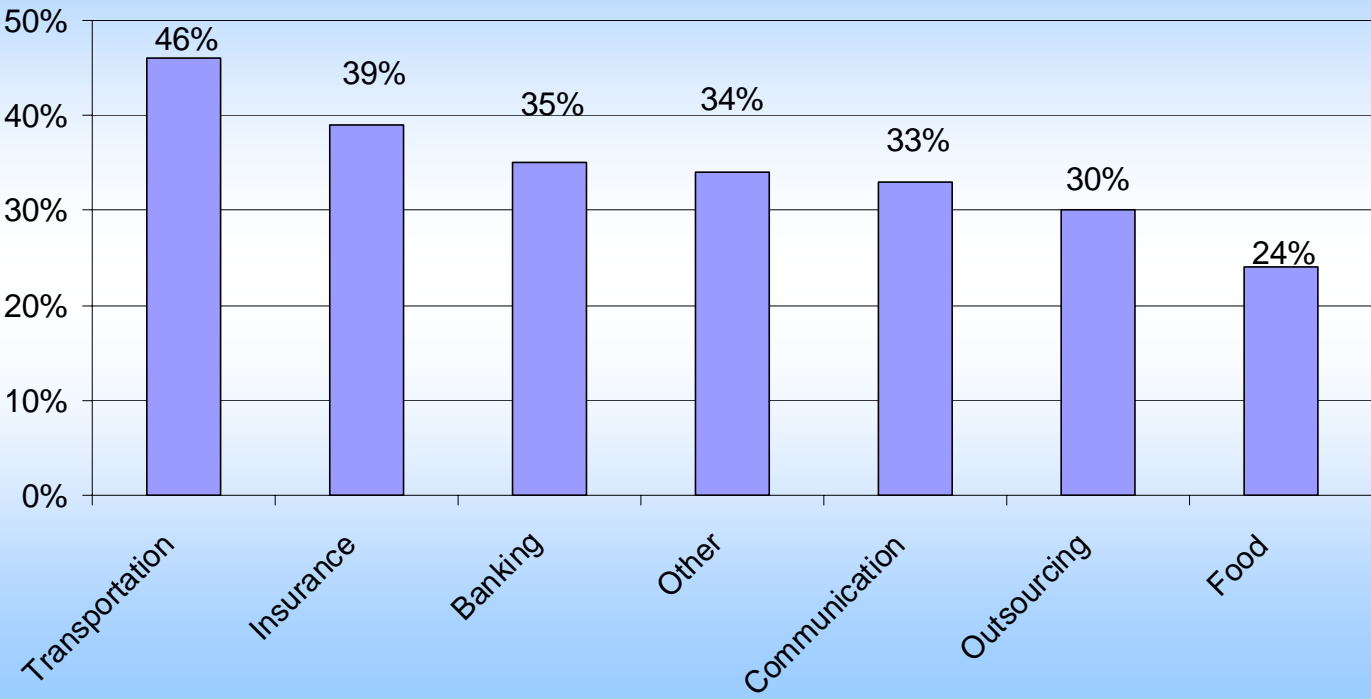
## Average Monthly Salary -- Including Benefits by Industry (in \$\$)



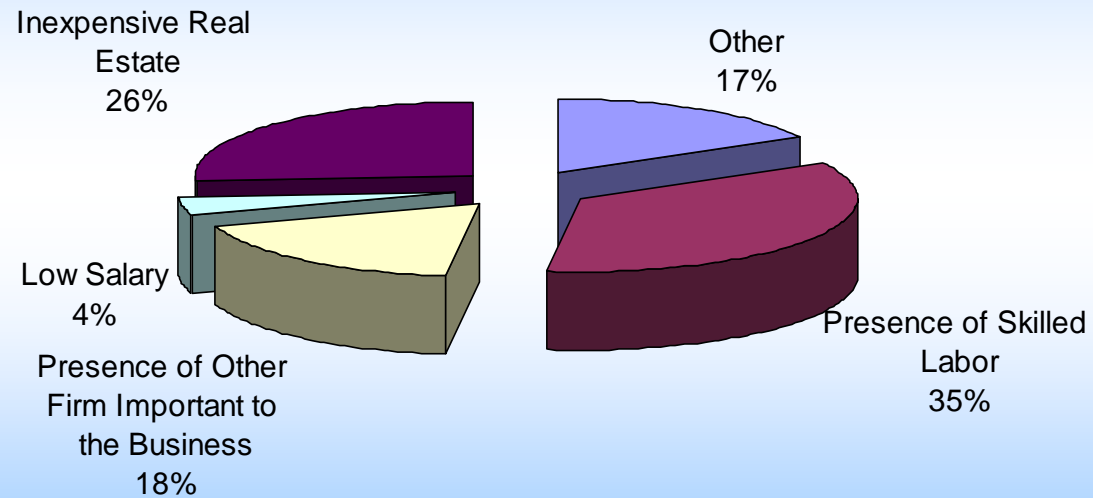
## Average Daily Absenteeism by Type of Industry



# Yearly Turnover - by Industry



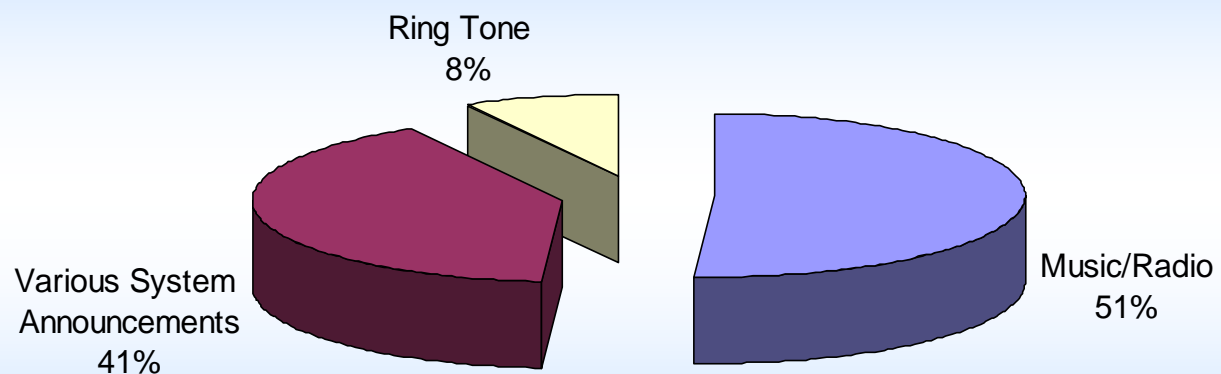
## Reasons for Selected Location of Call-Center



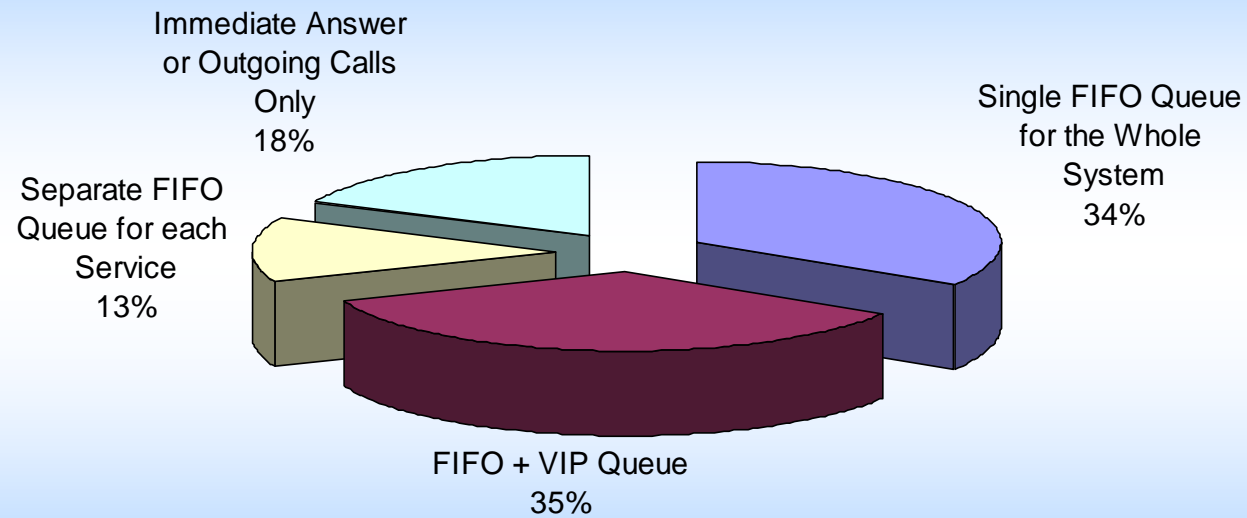


**Queue management –  
Questions added to survey**

## What Do Customers Hear While Waiting?



## Single or Multiple Queues?



## Average Time in Wait Queue (in seconds) by Industry

