



# 2025 Contact Center Performance study questionnaire

## Download the questionnaire to participate

July 22, 2025

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We're now fielding the E Source 2025 Contact Center Performance survey. [Download the questionnaire \(XLSX\)](#) to participate.

The survey results will help you better understand your utility's contact center performance in these key areas:

- Agent staffing
- Agent interactions by channel
- Agent key performance indicators
- Contact center operations

**Ready to participate?** [Download the questionnaire](#) (XLSX), fill it out, and email it to [Jordan Ellison](#) at [marketresearch@esource.com](mailto:marketresearch@esource.com). Please be as detailed as possible in your responses—every data point helps us gain a better idea of the state of the industry.

By filling out this survey, you'll receive an executive summary and webinar of the results, highlighting key insights and trends. Participating members of the E Source [Customer Service Operations](#) subscription will also get access to best-practice reports, webinars, and networking events, as well as a personalized data review with an E Source expert upon request.

**Questions?** Please view the [Contact Center Performance](#) for details on the history and methodology of this survey. If you have questions or would like more information about the E Source Contact Center Performance

survey, please [contact us](#).

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