

What everyone wants

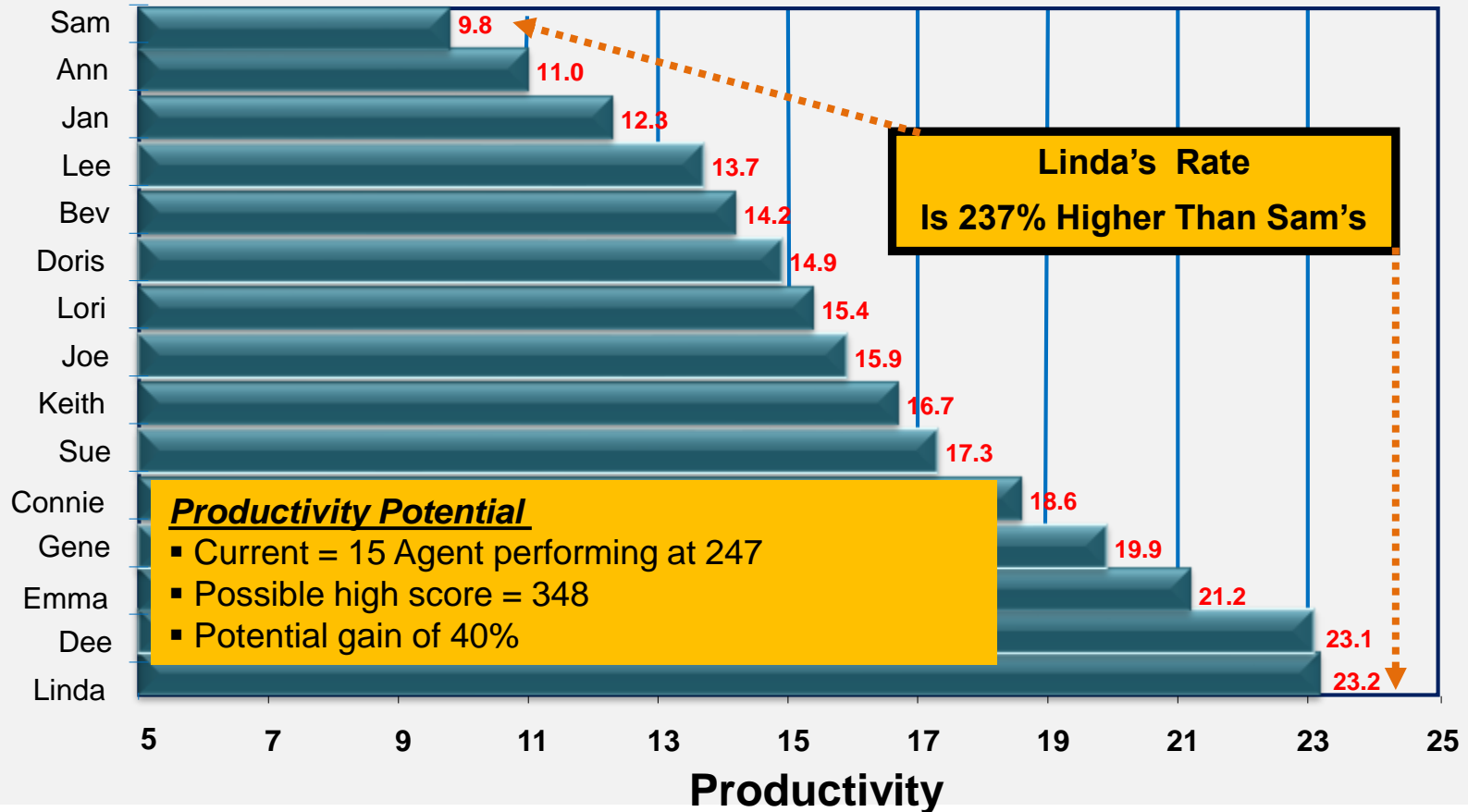
- I want and need my Agent's Productivity
- I want and need my Agent's Quality
- I want and need my Agent's Attitude(s)



P, Q & A

Productivity Variance Analysis

ABC Company Customer Care Team #5
Productivity Chart



Poll: Define Productivity

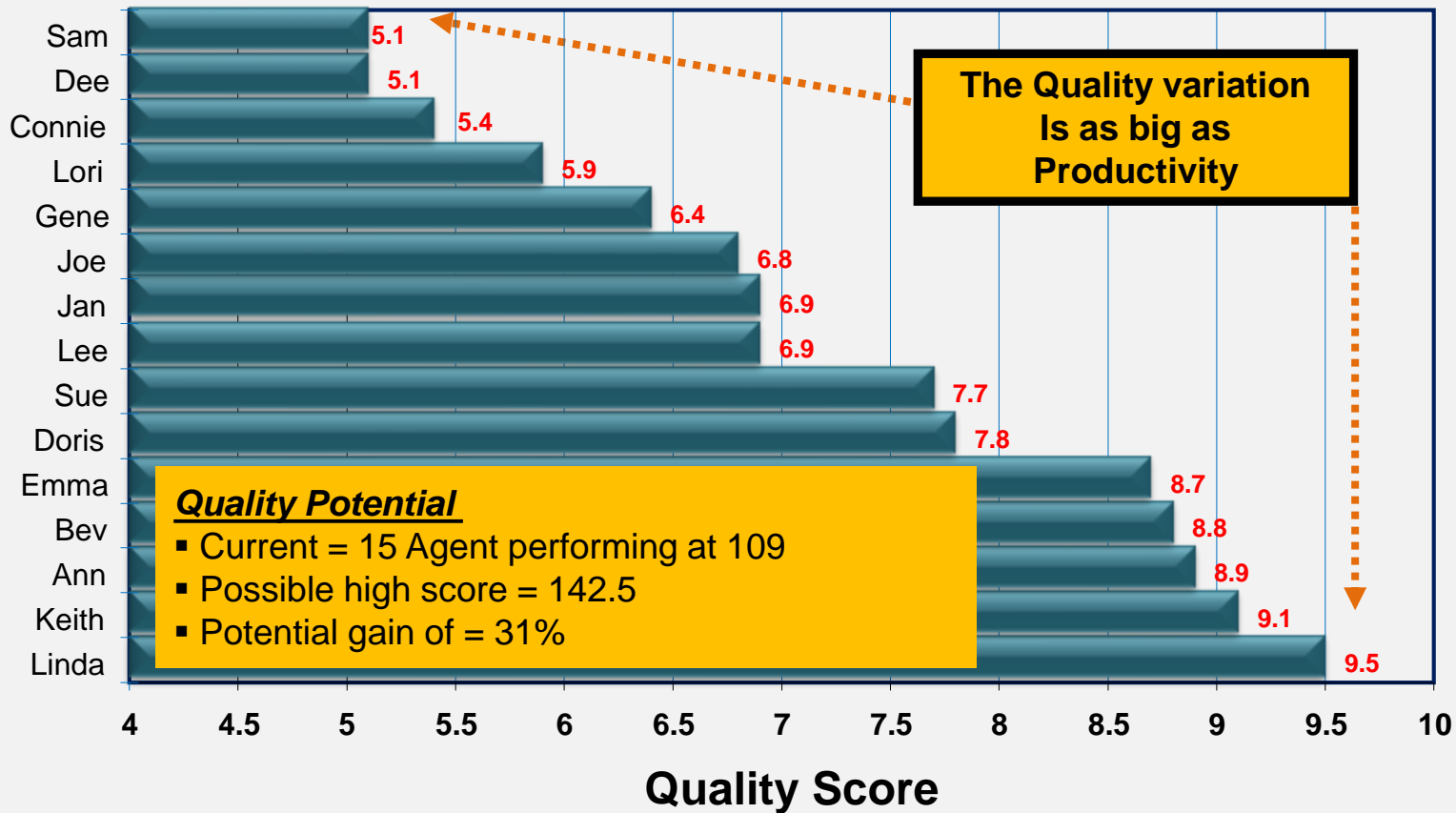
Which of the following are important measures of Agent Productivity in your Centre?
{select all that apply}

- Calls Handled per Day/
Week/Month
- Average Handling Time (AHT)
- Occupancy
- Adherence to Schedule
- Shrinkage



Quality Variance Analysis

ABC Company Customer Care Team #5
Quality Chart



Poll: Define Quality

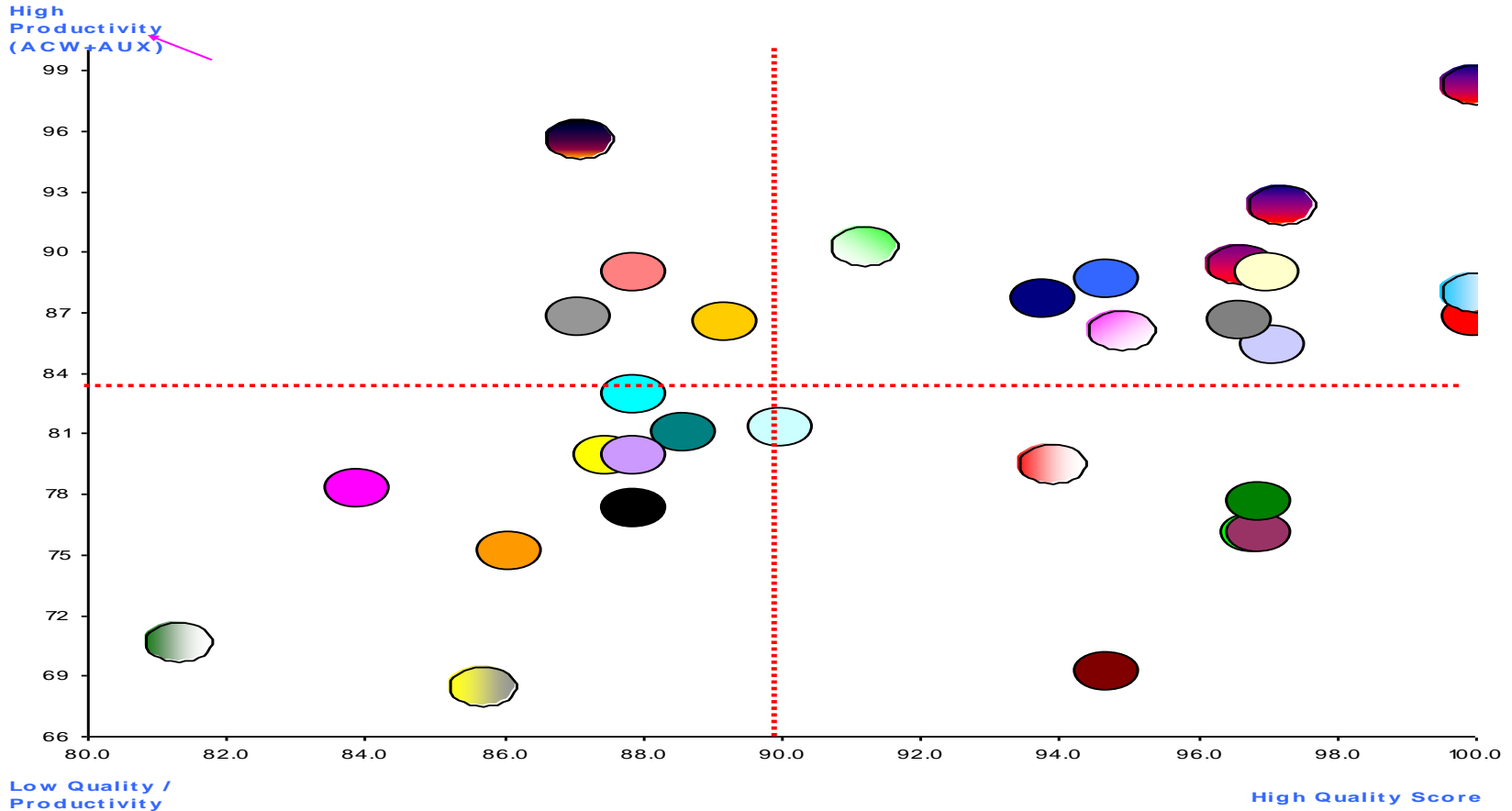
Which of the following are important measures of Agent Quality in your Centre? {select all that apply}

- Call Scoring/ Monitoring Interactions
- Net Promoter Score
- Customer Satisfaction
- First Contact Resolution
- Empathy



What P & Q look like

Productivity and Quality (P&Q) chart for Frontline (Based on Targets)



The Agent Job

Doing the right things
at the right time



The role of Attitude(s)

A settled way of thinking or feeling about something.

Audience Question: Which Attitudes?

Which Attitudes contribute most to Agent success?

Such as *Ownership*,
Resilience, etc.

This is an open-ended question – you may answer however you choose.

Your attitude is a choice.

John C. Maxwell

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