

Reducing Average Handling Times in your Contact Centre



What is Average Handle Time?

“ Average Handling Time (AHT) in essence, tells you how much time an advisor spends working on a task and when they are unable to deal with a new work item. ”



Reducing your AHT #1

**Reduces
multiple
contacts**

**Increased
productivity**

**Improves
customer
experience**

**ONE CALL
RESOLUTION**

Reducing your AHT #2

**The customer feels
acknowledged and
understood**

**Reduces confusion and
misunderstanding**

**HANDLING
DIFFICULT
CONVERSATIONS**

Reducing your AHT #3

Improves agent performance

Put the agent in the customers shoes

Improves customer experience

CONTACT ANALYSIS

Reducing your AHT #4

**Increases agent
knowledge**

**Increased
productivity**

**Improves
customer
experience**

**CREATE A
KNOWLEDGE
BANK**

Reducing your AHT #5

**Increases agent
knowledge**

**Increased
productivity**

**Improves agent
and customer
experience**

**FLOORWALKER
SUPPORT**

Reducing your AHT #6

**Agents are
empowered**

**Increased
productivity**

**Reduces agent
turnover**

**GIVE REALISTIC
TARGETS**

Reducing your AHT #7

**Revitalise
existing
processes**

**Consistent
approach to all
customers**

**Improves
customer
experience**

**UPDATE
PROCESSES**

Case study



**Customer Service Advisor
Britannia Rescue
Approx. 2003**