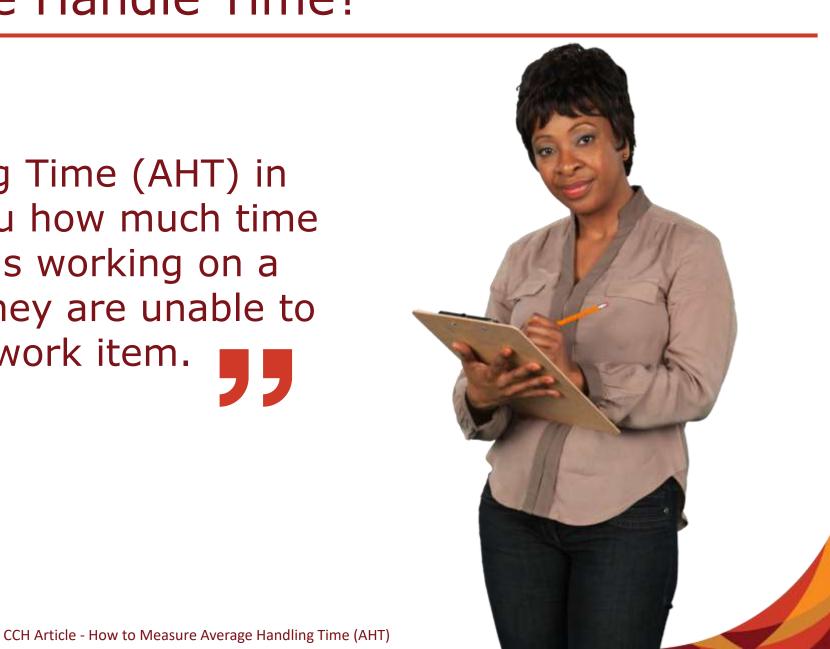
## Reducing Average Handling Times in your Contact Centre





### 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.





Reduces multiple contacts

Increased productivity Improves customer experience

ONE CALL RESOLUTION



The customer feels acknowledged and understood

# Reduces confusion and misunderstanding



### HANDLING DIFFICULT CONVERSATIONS

#### Improves agent performance

Put the agent in the customers shoes

Improves customer experience

### CONTACT ANALYSIS



#### Increases agent knowledge

Increased productivity Improves customer experience



### CREATE A KNOWLEDGE BANK

Increases agent knowledge Increased productivity Improves agent and customer experience

### FLOORWALKER SUPPORT



## Agents are empowered

Increased productivity

#### Reduces agent turnover

### GIVE REALISTIC TARGETS













### Customer Service Advisor Britannia Rescue Approx. 2003

