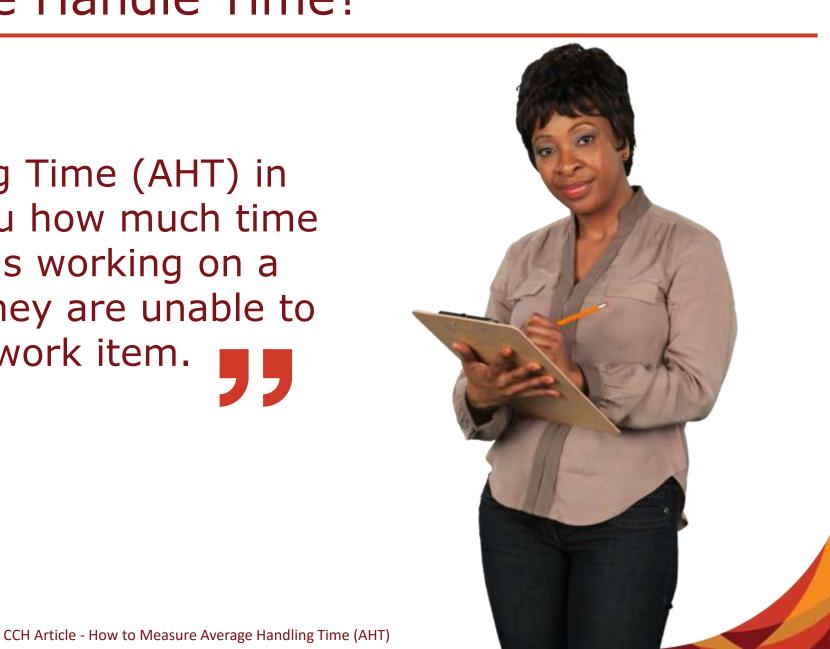
Reducing Average Handling Times in your Contact Centre





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

