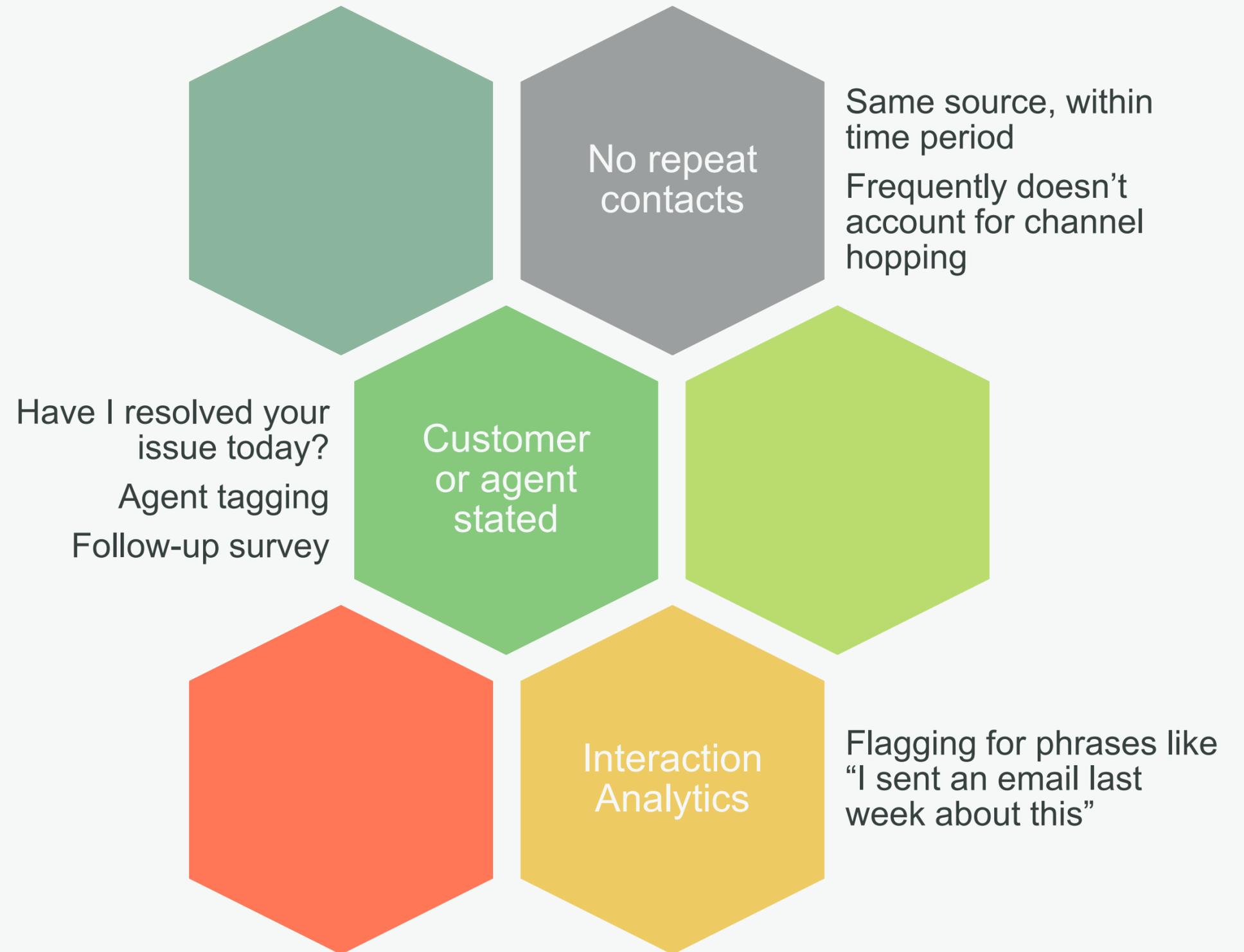
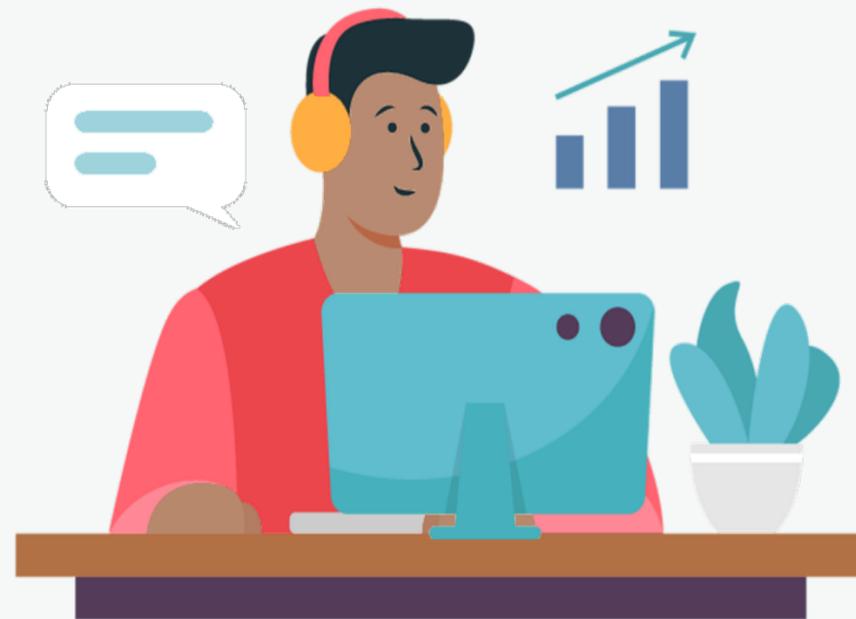




# Call Center Helper: First Contact Resolution

Kristyn Emenecker, Chief Product & Strategy Officer

# Common Methods of Measuring FCR



# Synchronous vs Asynchronous, and why does it matter for FCR?



# Expand your view of “handle time”

## Workstream details - Identifier: 6518234

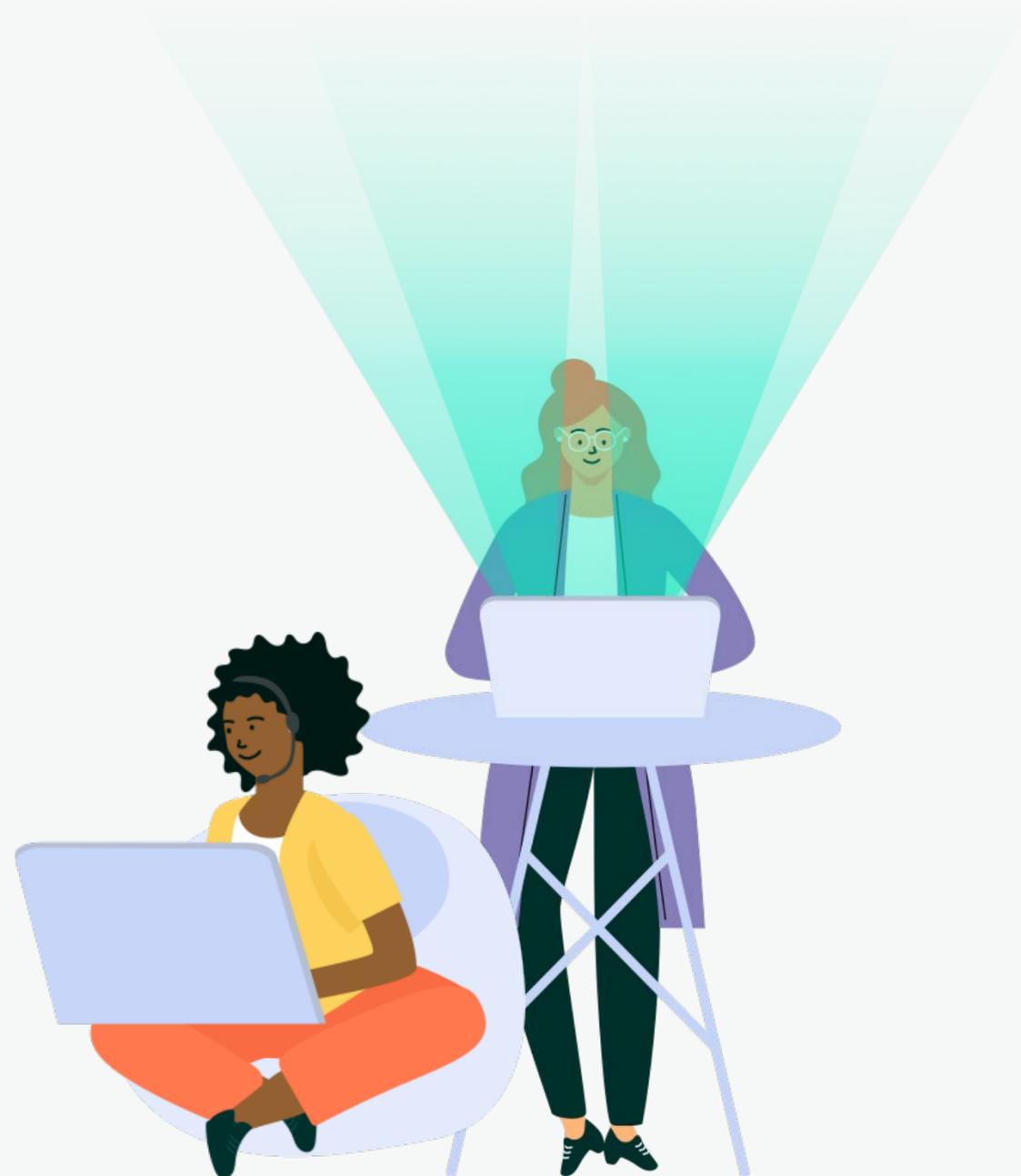
Start time 10:39:12 15/09	First Answer Time 11:22:34 16/09	First Answer Handle Time 50m 25s	Wait Time 1m 55s
Talk Time 9m 5s	Agent name Maddison Sullivan	First Solve Time 11:42:34 16/09	First Solve Handle Time 15m 1s
Solved by Maddison Sullivan			

## Workstream Activity

Start ↑	End	Handled by	Handle time	Description
15/09 10:39:12	15/09 11:11:43	Jael Gaca	29m 34s	Inbound Phone (completed)
15/09 11:11:43	15/09 11:14:07	Jael Gaca	2m 24s	Zendesk worklog activity
16/09 11:03:43	16/09 11:13:05	Maddison Sullivan	9m 22s	Zendesk worklog activity
16/09 11:13:05	16/09 11:22:34	Maddison Sullivan	9m 5s	Outbound Phone (completed)
16/09 11:22:34	16/09 11:25:01	Maddison Sullivan	2m 27s	Zendesk worklog activity
16/09 11:29:59	16/09 11:42:33	Maddison Sullivan	12m 34s	Zendesk worklog activity
17/09 08:41:03	17/09 09:11:45	Maddison Sullivan	30m 42s	Zendesk worklog activity



# FCR for Digital and Asynchronous Channels



Resolution for  
conversation

Resolution for  
department

Ticket closed (resolution  
for customer)

# Impacting instead of Reacting? Boost FCR with the QM you're doing already!



## First Contact Resolution

- Clearly identified reason for contact
- Conveyed competence
- Ensured understanding
- Accurately and thoroughly answered customer questions
- Proper hold, transfer, check back procedures
- Confirmed resolution



**Thanks!**