



An excerpt from Centerserve's Measurement e-Toolkit

To **improve** your first-contact resolution rate, you can:

1. Address employee **turnover** issues. By addressing turnover, you'll be raising the expertise and experience among agents. As agents have more experience dealing with customers and with the company's products and services, they will have more opportunities to resolve customer requests effectively.
2. Evaluate your initial and ongoing **training** programs. By providing excellent training, you raise the level of agent expertise, improving the chances of one-call resolution. Include training on listening skills and diagnostic questioning so agents can more accurately pinpoint customer questions and troubleshoot the problem.
3. Incorporate one-call resolution into the **quality monitoring** process. Agent behavior will be influenced by how agents are evaluated and rewarded. If performance evaluations (and subsequently raises) are based only on handle times, then one-call resolution will have little importance with agents. However, if raises and promotions are also tied to one-call resolution, agents will place more emphasis on resolving customer inquiries.
4. Provide agents with immediate access to **information** about products or services, especially with regard to uncommon questions about products or procedures. This option can include developing creative ways to support agents during a call with the information they need, either through better systems (such

as an improved knowledge base system) or through supervisory support (such as having a supervisor on the floor and accessible).

5. Improve **routing** accuracy through improved CTI applications and skill tables, and improved voice response unit (VRU) scripts to make sure that the wording is understandable (not company jargon) and the selections are in optimal order (so customers will not select an early option in error).
6. Require your agents to **recap** arrangements with the customer at the closing of the call in order to:
  - clarify any possible misunderstandings
  - provide customers with the opportunity to correct or add details
  - reassure customers that the request has been fully understood and will be taken care of
7. Provide adequate **after-call time** for the agent to fulfill caller requests.
8. Consider giving callers **tips** to assure prompt service during wait times, such as “Have your account number ready,” “Check size information before calling,” “Note your confirmation number,” etc.
9. Give customers precise information about **when** to expect the service to be provided or the product to be delivered. Ensure that customers have been fully informed on how the procedure will occur and the timeframe for completion.

For more on call center measurements, training, quality monitoring and customer satisfaction, visit [www.call-center.net](http://www.call-center.net) or email us at [penguin@centerserve.com](mailto:penguin@centerserve.com)