



Three Areas of Focus to Reduce Handle Time

from Controlling the Costs of Call Center Operations e-Toolkit

Improve Agent Capability

- Improve the screening process for new hires
- Implement a quality monitoring program
- Provide incentives to agents to reduce handle time
- Reduce turnover resulting in more experienced agents handling calls
- Improve training for agents (existing and new hires)

Improve Support Systems

- Skills-based routing
- Knowledge-base applications
- Contact management systems
- Automated post call work
- Enhanced system navigation
- Screen-pop of customer records

Improve Call Processes

- Use stop-light method
- Reduce activities required for each call
- Move call activities to post-call work
- Reengineer contact processes
- Reduce cross-selling or up-selling on every call
- Enable customer to perform activities currently done by agents

For more on this and other call center operation topics, click here for www.call-center.net