

Low Service Level

Underservicing - Turning customers away

Advice

Average Handle Time will be a problem if it is too high or too low.

If an Agent is taking too long on calls the AVT will rise.

In the case of Low Service level, there may be an undesired level of stress on the agents which could lead to them **"hiding on calls"** to give themselves a rest before making themselves available for the next call.

High stress levels due to a large amount of calls waiting could also result in a **ruined** and **poor customer service** given by agents.

Check agents skill set

Listen to agents call recording using [Record and Evaluate](#).

For immediate evaluation a supervisor can silently listen in on an agents call using [Supervised Monitoring](#)

Process Automation

[Screen pops](#) will improve agents handle time by delivering any amount of caller information directly to front of screen, enabling much faster talk time.

[knowledge base](#) can also be searched for clients, keywords etc. while the agent is taking details, providing the Agent the opportunity to resolve the call quickly and in the first instance.

Advice

Is this what you expected?

Do you have agents away sick?

Are people away on non scheduled breaks?

Study the trends that manifest from comparing relevant reports for this period such as: [Report D](#), [Report E](#).

Advice

Spikes up and down in service level are a natural part of a call centers day.

It is important not to reactively pull agents back from breaks immediately to try and rescue SL.

Scheduling

Schedule Agents Breaks based around traditionally High Service times based on Trend data from previous days/weeks/months.

Rescuing service Level

It is critical to show the true status of the Call Center.

Agents from other queues that [Demand Calls](#) to rescue service level will generate false figures and prevent the Call Center manager from being able to effectively [schedule the workforce](#) so they can naturally maintain a satisfactory service level.

Advice

Only make adjustments after an extended period.

It is important not to immediately overreact when a queue Exists.

Is this different from last Day/Week/Month?

Study the trends that manifest from comparing relevant reports for this period such as: [Report A](#), [Report B](#)

Wrap Ups

Reviewing Wrap ups of calls for this period will give you an idea of the main reasons people are calling.

A supervisor may be able to raise SL by assigning agents with more suitable skill sets.

Find out more about [Skill based Routing](#)

IVR

Take an Event i.e. a Power Cut, which would inevitably cause your CV to spike as everyone calls to find out what's happened.

By programming an [IVR](#) with an [forced announcement](#) may reduce your CV by up to 80%

Check your Agents [Log in Class](#).

You could avoid the "pond ripple effect" of calls being escalated to high volume queues, by organising the hierarchy of agents relative to the queues.

Advice

Is this what you expected?

Do you have agents away sick?

Are people away on non scheduled breaks?

Study the trends that manifest from comparing relevant reports for this period such as: [Report D](#), [Report E](#).

If this is a reoccurring situation, schedule Agents breaks around this time.

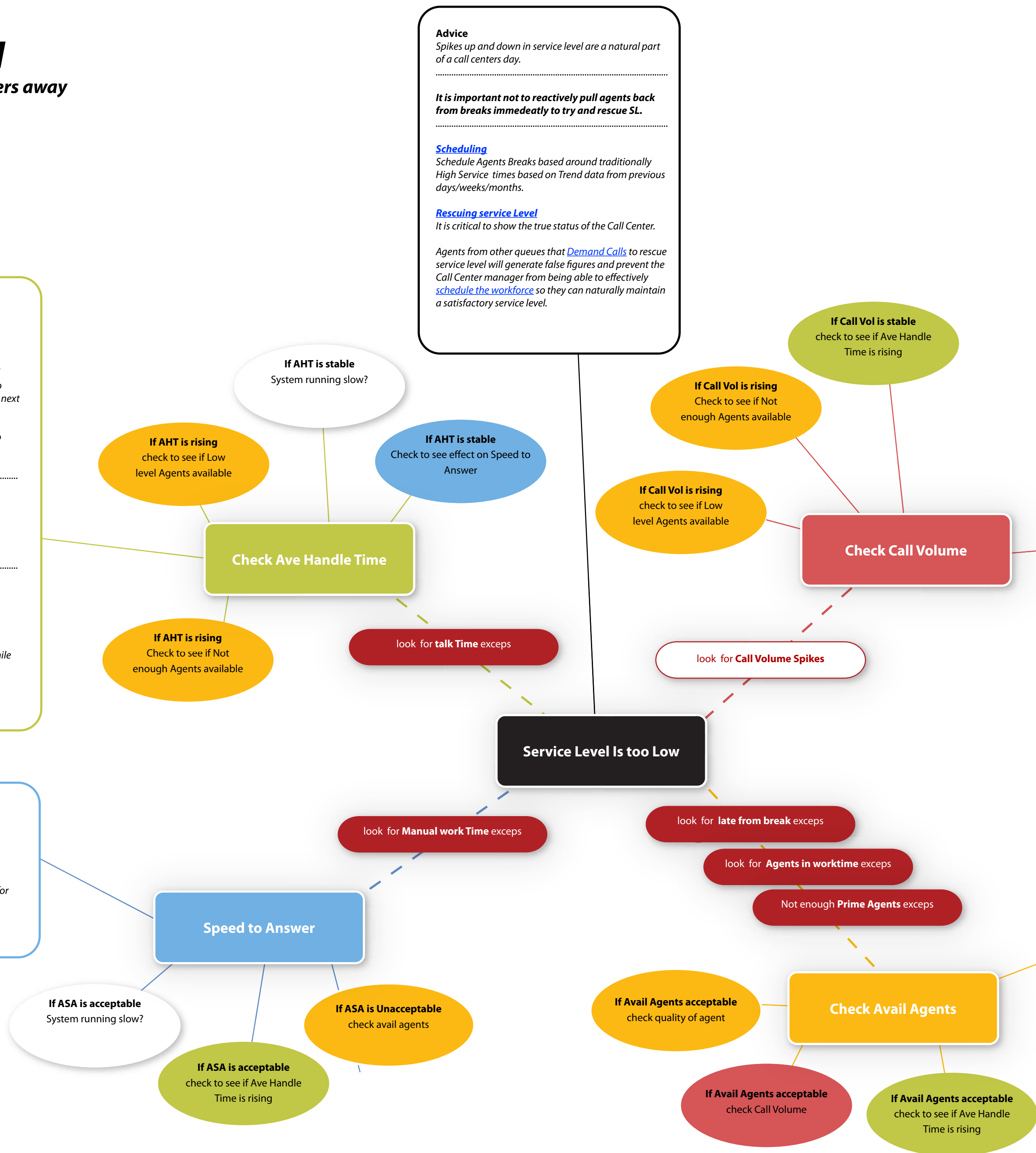
Example:

Every Thursday calls spike from 10 - 11am

Schedule Agents breaks before 9:45am and after 11am.

But from 11:30am to 2pm calls fall off by 60%

Schedule Agents to work on other projects and have breaks during this time.



High Service Level

Overservicing - Paying too many staff

