

# Low Service Level

## Underservicing - Turning customers away

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

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

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**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**  
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 **rushed and poor customer service** given by agents.

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**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](#).

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**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**  
Only make adjustments after an extended period. It is important not to immediately overreact when a queue Exists.

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**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](#)

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**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](#)

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**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%

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**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](#).

**Advice**

**Is this what you expected?**  
Do you have agents away sick?  
Are people away on non scheduled breaks?

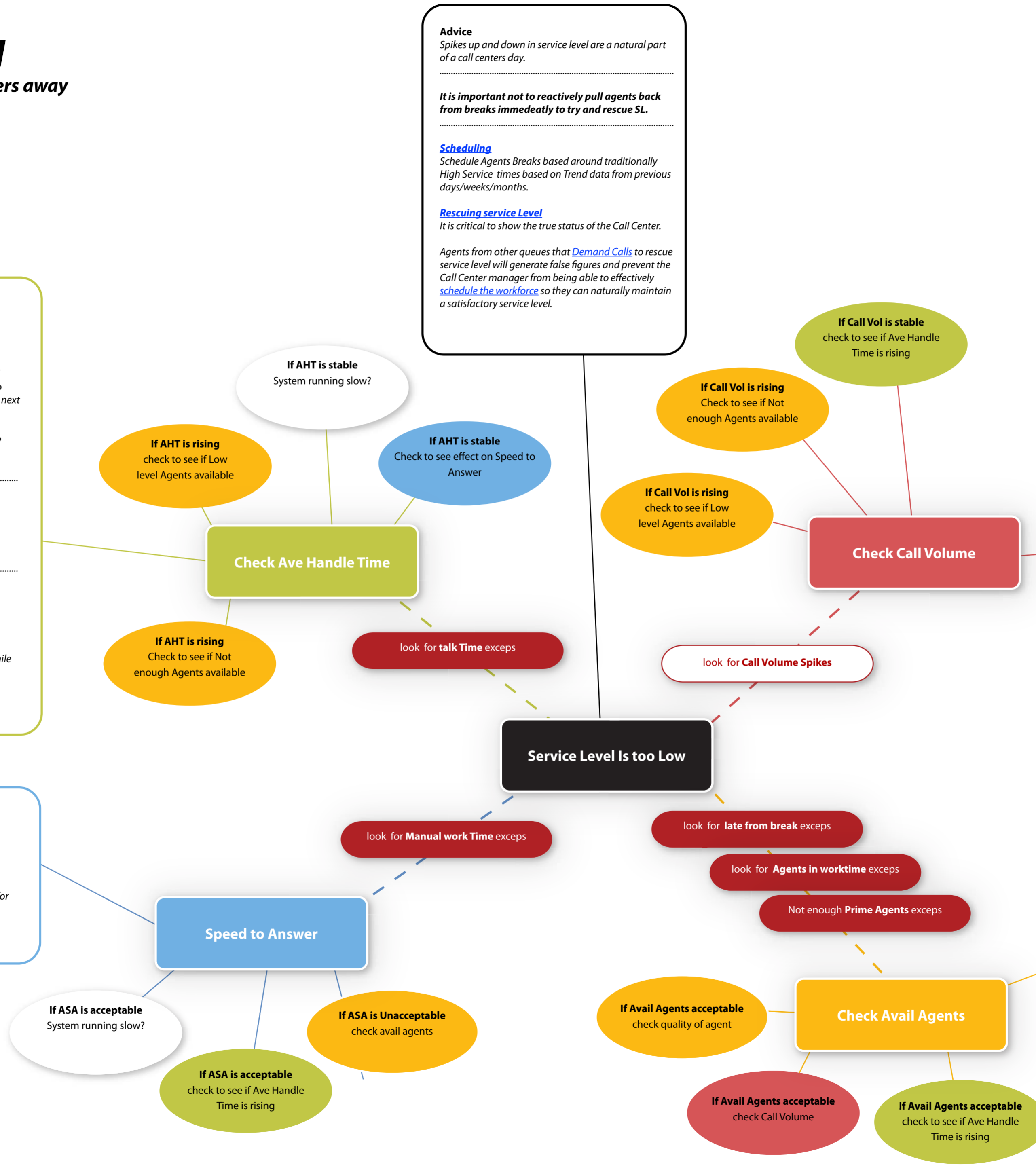
Study the trends that manifest from comparing relevant reports for this period such as: [Report D](#), [Report E](#).

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.



**If ASA is acceptable**  
System running slow?

**If ASA is Unacceptable**  
check avail agents

**If ASA is acceptable**  
check to see if Ave Handle Time is rising

**If Avail Agents acceptable**  
check quality of agent

**If Avail Agents acceptable**  
check Call Volume

**If Avail Agents acceptable**  
check to see if Ave Handle Time is rising

**Check Ave Handle Time**

**Check Call Volume**

**Service Level Is too Low**

**Speed to Answer**

**Check Avail Agents**

look for talk Time exceps

look for Call Volume Spikes

look for Manual work Time exceps

look for late from break exceps

look for Agents in worktime exceps

Not enough Prime Agents exceps

# High Service Level

## Overservicing - Paying too many staff

**Advice**  
If Handle Time is decreasing, check the resolutions to the Calls, agents may need training.

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Check number of Call backs.

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**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](#).

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Talk Time may well be increasing as Agents become 'chatty' with callers due to a lack of queue pressure.

This time could be scheduled for breaks or other work projects etc.

**Advice**  
Is ASA is too fast?

What does that matter?

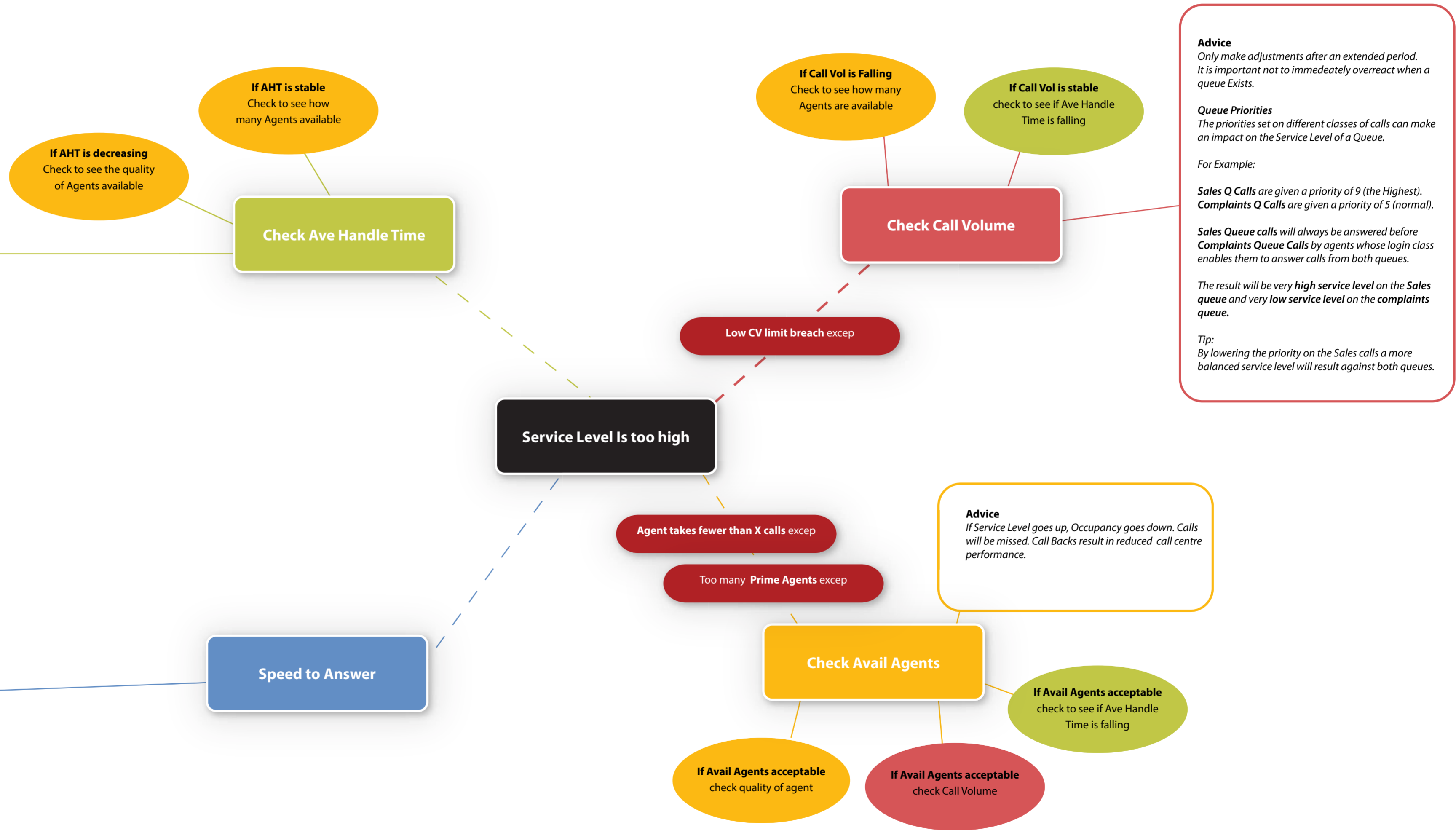
Too fast a response to a call can set an unrealistic expectation with the customer which could result ultimately in the perception of progressively poor ongoing service.

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Are too many agents are available? You could assign other queue calls or [schedule](#) alternative work & breaks.

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Track this figure and make an informed rather than rushed decision. This Queue has historically shown a lull at this time of day followed closely by a large volume increase.



**Advice**  
Only make adjustments after an extended period. It is important not to immediately overreact when a queue Exists.

**Queue Priorities**  
The priorities set on different classes of calls can make an impact on the Service Level of a Queue.

For Example:

Sales Q Calls are given a priority of 9 (the Highest).  
Complaints Q Calls are given a priority of 5 (normal).

Sales Queue calls will always be answered before Complaints Queue Calls by agents whose login class enables them to answer calls from both queues.

The result will be very high service level on the Sales queue and very low service level on the complaints queue.

Tip:  
By lowering the priority on the Sales calls a more balanced service level will result against both queues.