

Efficiency Through Strategic Performance Management

THE CHALLENGE



Growing volume of customer contacts



Strict budget constraints preventing additional hiring



Need to maintain high-quality service standards



Pressure to reduce operational costs without compromising member experience

THE SOLUTION



Phase 1: Diagnostic Assessment

Comprehensive performance analysis, Detailed metrics evaluation, and Identification of efficiency bottlenecks



Phase 2: Technology Integration

Agent assist tool implementation, Real-time support system deployment, and Communication channel optimization



Phase 3: Performance Acceleration

Targeted training interventions, Continuous performance monitoring, and Adaptive coaching strategies



Phase 4: Continuous Optimization

Monthly performance reviews, Iterative improvement processes, and Dynamic strategy adjustment

THE RESULTS

METRICS	May 2024	Feb 2025	Total Improvement
Average Handle Time (AHT)	583s	437s	25% ↓
Talk Time	420s	371s	11.7% ↓
After Call Work (ACW)	81s	53s	34.6% ↓
Hold Time	82s	13s	84.1% ↓
Hold Percentage	14%	2.9%	79.3% ↓