# Overcoming Challenges and Achieving Performance Excellence in SSD

## THE CHALLENGE

Maintaining Consistent Quality Score Across the Team.

Calls that are initiated by the system without any actual interaction or influenced by the agents became a growing issue.

## THE SOLUTION

### Enhanced Quality Assurance and Monitoring Systems

- A dedicated QA team was established to consistently evaluate calls and provide actionable feedback to agents
- Regular calibration sessions were held between Managers, TLs and QAs to ensure evaluation standards remained consistent across the board
- Increase the number of side-by-side sessions that allowed agents to receive immediate feedback, ensuring on-the-spot corrections for any quality gaps

### Performance Monitoring and Refresher Training

- Regularly review and analyze ghost calls, and any recurring patterns were flagged to identify the root causes
- The IT team collaborated with operations to analyze ghost call patterns, identifying root causes and addressing system-level issues to prevent recurring occurrences
- Training in identifying and managing ghost calls was provided to agents, ensuring they were prepared to handle any situation where a ghost call might slip through

## THE RESULTS

| METRICS | Before | After | % Improvement |
|---|---|---|---|
| Quality | 95% | 99%-100% | 4% increase on performance |
| AHT | 496 | 493 | Maintained performance all throughout the year |
| Refused Call Percentage | 57% | 2% | 96% improvement from 2023 to 2024 |
| Adherence | 92% | 100% | 9% increase |
| ACW | 159 | 128 | 20% improvement |