

How can I lower my average handle times?

A HyperQuality Case Study

Client

Allconnect

Profile

Allconnect provides an easy and convenient method for movers to get connected to their utilities and services. One call to Allconnect connects movers with all the services they know and trust - simply, efficiently and ahead of time. With Allconnect, movers can focus on what's important when they move, enjoying their new home.

- 350 agents
- 6 call centers

The Situation

Allconnect management suspected that their average handle times (AHT) were too high. However, with their current reporting system, they were not able to determine the difference in handle times of converted calls versus non-converted calls. Allconnect wanted to determine what their AHT was for both types of calls and how they compared to their budget and their desired consumer experience.

The Test

HyperQuality analysts designed a plan to research their questions.

HyperQuality evaluated Allconnect's calls as usual, but during the testing period, they also kept track of the length of the call and the type of call – converted or non-converted.

HyperQuality evaluated their script and procedures to determine why their AHT may be longer than they budgeted or desire for their consumer experience.

The Results

After implementing, HyperQuality's strategy provided the following findings:

- Non-converted calls' AHT was 52% higher than they desired.
- Converted calls' AHT was 142% higher than they desired.
- HyperQuality found that their order confirmation process was lengthy.
- HyperQuality found a select group of agents had extremely high AHT, even for non-converted calls.
- HyperQuality found a select group of agents that had a below average AHT for converted and non-converted calls while still maintaining desired QA scores.

Conclusions & Recommendations

HyperQuality is in the process of reworking scripts and confirmation process strategies with Allconnect to reduce AHT. They also recommended identifying the AHT outliers. This would allow them to coach agents who are regular offenders with extremely high AHT and develop best practices from agents with low AHT.



HyperQuality
For EvenBetter Results

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