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Contact Center Advisor and Workforce Advisor Help



Scenario 2—Achieving 80% Service Level with 55 Agents

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What instructions can you give to your 55 agents to lower the average handle time, and therefore to raise the service level to 80% (where your incentive pay remains safe)? There may be places in the call flow where you can decide to forego certain steps to save time, such as the step of inviting the caller to visit your new web page. Generally agents extend this invitation when the contact center is fully staffed, but now you may need to adjust to having fewer agents for a time.

What should AHT be for 55 agents and 80% SL?

1. Unpin AHT.
2. Click  and set the value of **AGENTS** to 55.
3. Click  and change the value of **SL** from 70 to 80.
4. Click **Calculate**. AHT must be around 294.

Result:

Instruct the 55 agents to skip the invitation to the Web site, just for this morning.