

How efficient is your call center?

Today's busy call center executive is overloaded with **too many metrics**. From service related metrics, to workforce scheduling metrics, to operational metrics, data can be daunting and counterproductive to the overall goal – **running an efficient and effective call center operation**.

Service is king, but if your call center does not operate as efficiently as possible, you limit your ability to provide superior service to your customers. **At the end of the day every call center leader should know how efficiently their organization is running.**

N.E.W.T.T can help!

- N.E.W.T.T stands for Network Efficiency & Wastage Tracking Tool.
- N.E.W.T.T is a sophisticated analytics program that measures critical data points and determines, by agent, a baseline score for efficiency and wastage.
- N.E.W.T.T provides your organization with an overall agent efficiency score and benchmarks your performance against other best in class organizations

And here's how.....

It is simple. Four specific data points are collected for a normal 7-day period:

- Payroll records by agent
- Auxiliary codes
- Phone states
- Average Handle Time information

N.E.W.T.T goes to work analyzing each data set and provides detailed analysis in several key areas, including:

- Total billed hours assessment
- Active customer engagement time
- Overall wastage time (limbo period)

Finally, N.E.W.T.T will provide you with an overall efficiency score along with several potential action items to increase overall performance.

Benefits

N.E.W.T.T is helping clients understand their level of efficiency which is driving their decision making process. Clients have seen large financial benefits, increased customer service levels and gains in many different metrics.

Additional benefits include:

- Decreased costs
- Staffing optimization
- Increased active customer engagement time
- Lower average handle times
- Efficiency Score

The Gillen Group Consulting, LLC is a boutique customer service and call center consulting group that specializes in organizational efficiency and process improvement consultation.