



7 METRIC-BOOSTING STEPS TO REDUCE CALL HANDLE TIME

**Looking to reduce your average call handle time?
Look no further.**

Here are **7 steps you can implement today to start
seeing results tomorrow.**

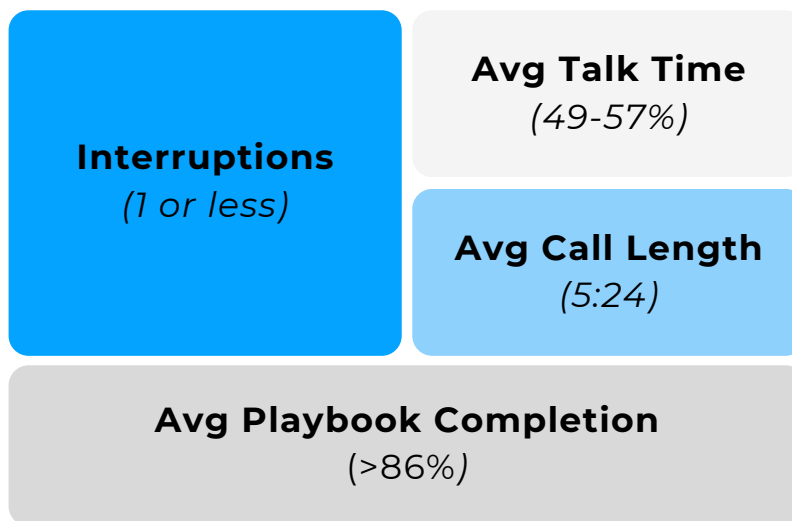
1 Know what a GREAT call looks like

Your team needs to know what a great call encompasses. Not just the average length, but what is said, how many interruptions occurred, how fast the agent was talking, and so on.

Here is a sneak peek of Abstrakt Labz*

Calls that include positive dispositions have these in common:

CS/Support Calls



**Abstrakt Labz is the outcomes measured from millions of calls that have taken place using Abstrakt.*

If you haven't identified what a great call looks like for your team/company, this is your sign to start that today.

Remember... it should always connect back to the outcome of the call. Never based upon what you "think" it should look like.

2 Stop interrupting prospects & customers

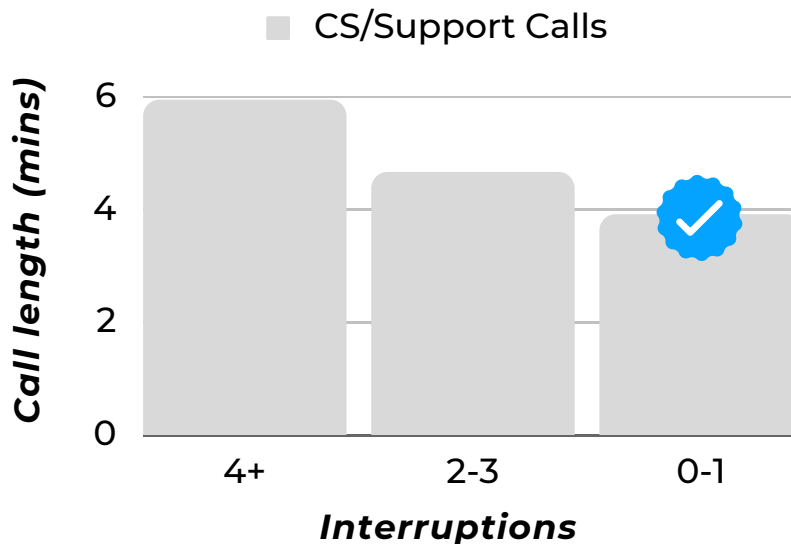
This happens more than you realize.

Agents interrupt the customer or prospect when they THINK they know what will be asked or said.

If you can reduce interruptions and increase the level of patience from agents, it is proven to reduce average handle time (AHT).

You can start measuring this with software ASAP.

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1 or less interruptions per call correlate with the greatest success

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3 Training and coaching

Professional athletes don't just watch game film for fun. There is a reason behind it. In the same way, the best salespeople don't just listen to their sales calls to hear their voice.

Reference this [call coaching template](#) for your next session.

Part 1 - Initial Focus: Agenda & Self-Discovery

DO'S	DON'TS
Give your agent a run-through of what you'd like to focus on for today's 1:1	Look up metrics while in the coaching session, that just wastes time.
Get to know your agent better on a personal level. Lead with personal questions: how their week is going, weekend plans, etc.	Dive right into "issues".

Ways To Implement:

- Recap the last session and goals for the week including performance metrics. This sets the tone for the coaching session
- Questions to Ask:
 - How did last week go?
 - What progress was made towards your goals?

There is a purpose and intention behind it.

Agents should listen to examples of great calls that have low AHT and not-so-great calls that have a higher AHT.

Then coaching sessions should focus on what's going well vs. what needs to improve within those calls.

Remember, just because a call has a higher AHT doesn't mean it's a bad call.

4 Identify the silence on calls

This one will take more time to review, but understanding where agents get stuck and dead air time occurs can improve your AHT.

Even if it's only 10 to 15 seconds on a call, that can make all the difference.

There is a difference in dead air time on sales calls vs. customer service calls. Intention pausing is a strategy that should NOT be taken away from agents.

Hint: If you're noticing this happening more than expected, it might be time to look into [call guidance software](#)!

5 Use automation for post-call tasks

The last thing agents need to be worried about is additional manual tasks after each call.

The call disposition/outcome should be logged with any additional notes that are needed and that's it.

The transcript and scoring should be automated for the agent to review at any time.

6 Understand the bigger picture

AKA - how to reduce repetitive calls

While AHT is important, we want agents to be successful in improving their metrics.

However, other metrics may suffer if managers push too hard to improve a specific metric without looking at the bigger picture.

You should have 3 to 5 metrics that your team is focused on. If one improves, what happens to the others?

Weighing the pros and cons as a team will help your agents understand the bigger picture and the end goal... which is ensuring customers are happy and prospects become opportunities.

7 Single repository of knowledge

You'd be surprised how many agents still have to use multiple sources to answer a simple question.

Whether it's searching through sticky notes, Google Docs, or wikis, there is a high likelihood that the customer has to get put on hold when the agent doesn't know the answer.

Every second of searching for the solution is increasing AHT.

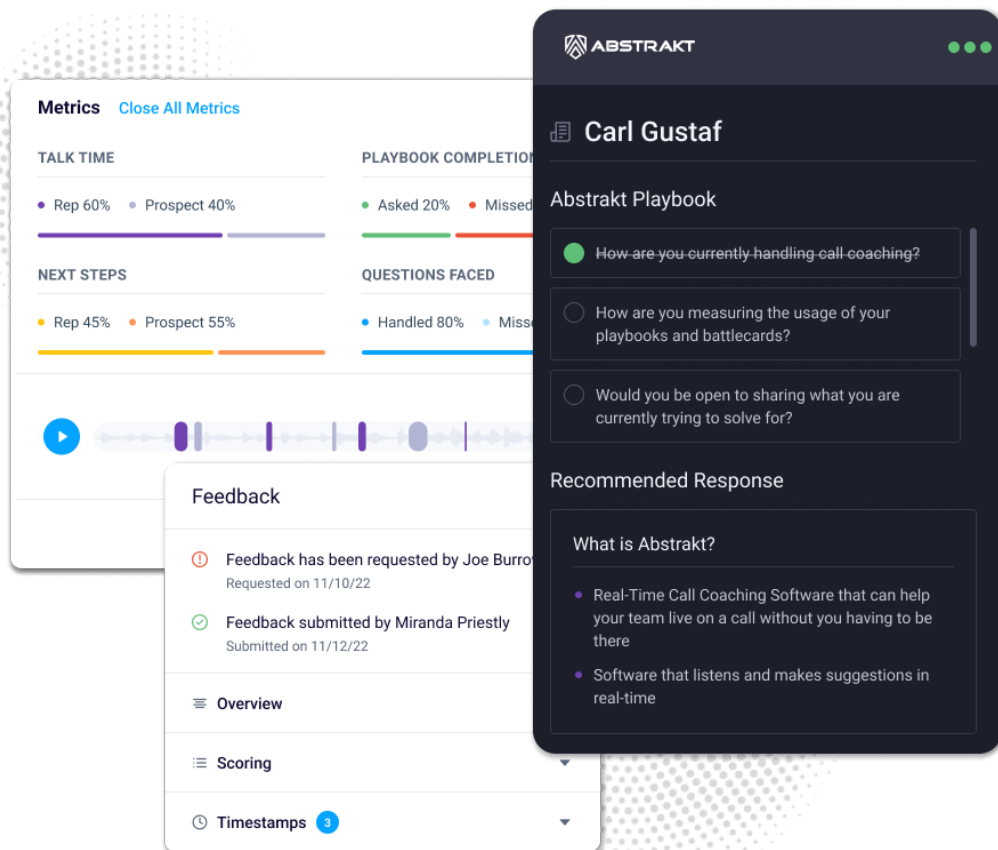


Looking for more ways to improve your team's AHT & FCR?

That's exactly what we can help with at Abstrakt.

Providing **REAL-TIME** call guidance software to improve agent efficiency and effectiveness on every call.

Layer Abstrakt in your tech stack with a seamless integration into your dialer or CRM. No coding or training is needed.



[See Abstrakt In Action](#)

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