

INSURANCE CASE STUDY

Call Center

Program Objectives:

- Address the inability across all departments to meet service level targets with current FTE
- Reduce Average Handling Time (AHT)
- Increase service levels
- Introduce active management and consistent, daily management reporting
- Maintain and improve quality as well as customer satisfaction

Results:



Reduced AHT by
9% (Department 1) and
25% (Department 2)



Increased service levels by
58% (Department 1) and
75% (Department 2)

- Established ideal processing times for team activities
- Implemented tracking to capture errors, non-value add activities, skill levels and waste, resulting in the ability for teams to identify and quantify process improvements
- Improved active management to increase engagement, adherence to training and learning objectives
- Shifted to a metrics-based culture to drive proactive behaviors and improvements in employee engagement.

Week-by-Week Direct Services AHT & Service Level Progress

