Program Performance Summary – 3 mos.

December-February

March 04,2025

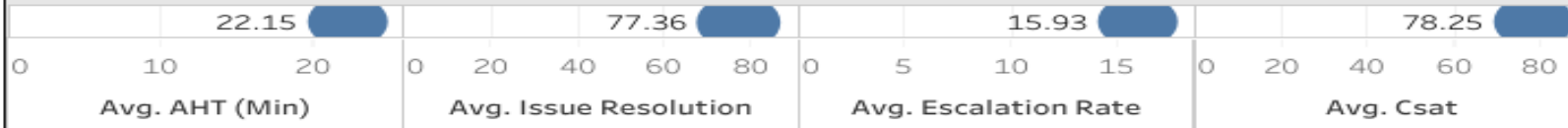| AHT	Issue Res.	Escal. Rate	CSAT
22.15	77.35%	15.93%	78.25%

KPI Target

AHT	15 seconds
Issue Resolution	85%
Escalation Rate	5%
CSAT	90%

3 months data (December-February)

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KPI

22.15	77.36	15.93	78.25
Avg. AHT (Min)	Avg. Issue Resolution	Avg. Escalation Rate	Avg. Csat

AHT

Agent

Agent 070	11.57
Agent 065	12.16
Agent 006	12.78
Agent 041	12.92
Agent 030	13.46
Agent 093	13.99
Agent 055	14.10
Agent 003	14.31
Agent 129	15.00

AHT (Min)

Issue Resolution

Agent

Agent 059	93.20
Agent 121	92.60
Agent 049	91.90
Agent 038	91.40
Agent 092	89.90
Agent 104	89.80
Agent 013	89.30
Agent 144	89.20
Agent 080	Avg 85.00

Issue Resolution

Escalation Rate

Agent

Agent 138	0.00
Agent 148	0.00
Agent 133	1.00
Agent 134	1.00
Agent 137	1.00
Agent 139	1.00
Agent 141	1.00
Agent 143	15.00 Average

Avg. Escalation Rate

CSAT

Agent

Agent 002	96.10
Agent 072	95.90
Agent 149	95.80
Agent 049	95.70
Agent 038	94.70
Agent 037	94.00
Agent 059	93.90
Agent 003	Avg 90.00
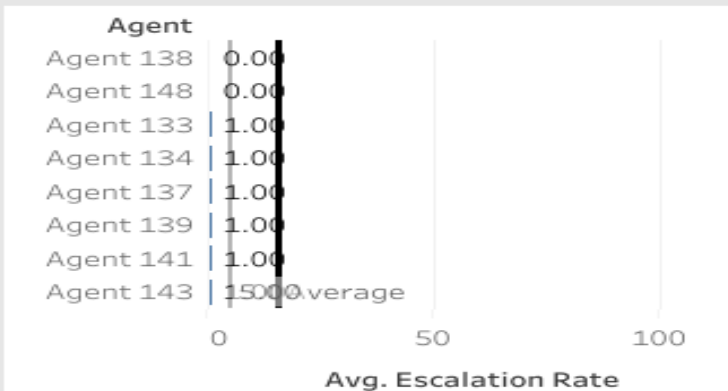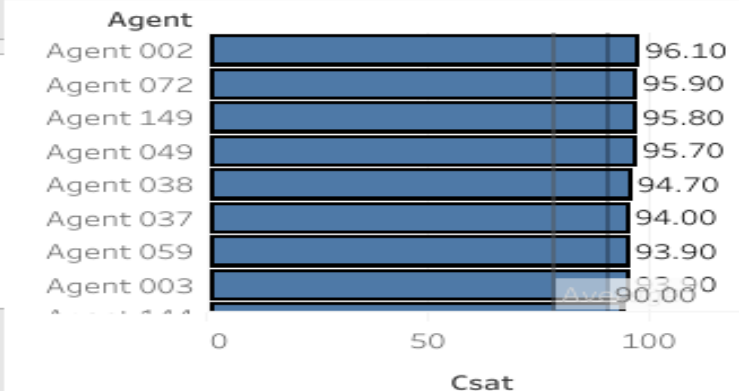
Csat

Correlation IR and CSAT

| Avg. Csat | 78.2497 |
| Avg. Issue Resolution | 77.3564 |

Value
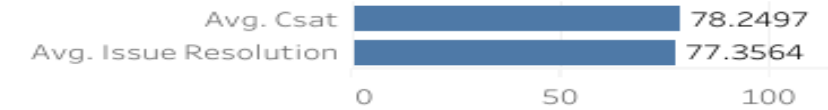
Agent Wise

Agent	AHT (Mi..	Csat	Issue R..	Escalati..
Agent 138	37.96	66.00	64.30	0.00
Agent 148	26.65	78.00	80.90	0.00
Agent 133	29.89	77.60	73.10	1.00
Agent 134	31.00	77.90	73.50	1.00
Agent 137	19.21	74.10	72.60	1.00
Agent 139	21.10	76.20	78.90	1.00
Agent 141	20.27	67.20	70.40	1.00
Agent 143	23.56	80.20	80.00	1.00
Agent 144	24.64	92.90	89.20	1.00
Agent 145	36.58	69.40	73.30	1.00
Agent 147	17.77	75.00	77.20	1.00
Agent 149	25.57	95.80	85.60	1.00
Agent 128	35.92	68.80	74.90	2.00
Agent 135	18.33	87.20	75.30	2.00
Agent 136	21.39	87.30	78.10	2.00
Agent 140	20.34	73.20	74.20	2.00
Agent 142	22.12	75.80	76.10	2.00
Agent 146	23.52	80.30	77.30	2.00
Agent 114	20.99	71.10	68.70	3.00
Agent 117	18.34	72.50	68.70	3.00
Agent 120	18.23	78.10	74.50	3.00
Agent 126	18.39	71.70	76.00	3.00
Agent 130	16.03	82.80	82.80	3.00
Agent 110	25.09	70.60	79.40	4.00
Agent 112	18.02	79.40	81.70	4.00
Agent 116	17.64	68.20	69.00	4.00
Agent 118	26.99	67.60	73.10	4.00
Agent 122	23.36	73.50	76.40	4.00
Agent 125	18.60	80.80	77.50	4.00

Findings

AHT

-8.72% are meeting the 15 seconds AHT target

- Factors on high AHT;
- Complex customer issues
- Insufficient product knowledge
- Excessive Hold time
- Excessive ACW
- Language Barrier

Issue Res.

15.43% are meeting the target 85% Issue resolution rate

- Factors on low IR %;
- Poor First Call Resolution (FCR)
- Complex/Unclear Processes
- High Call Transfer rate
- Poor customer communication
- Insufficient RCA/Probing
- System outages
- Lack of Empowerment
- Customer Dissatisfaction

Escal. Rate

-26.17% are meeting the target 5 or below Escalation rate

Agents with low escalation rate are tenured agents >365 days

- Factors on Escalation Rate;
- Unresolved Issues
- Poor Customer Service experience
- Long wait time
- Ineffective Communication
- Inconsistent Information
- Lack of Empathy statement
- Language Barrier

CSAT

-18% are at 90% or above CSAT target

- Factors on DSAT
- Ineffective communication skills.
- Long handling time (AHT)
- Poor Problem Solving Skills
- Failure to set expectation
- System or Tool issues
- Company policies

POA	Task	Impact	Frequency	Timeline	POC
Skill and Simulation Training (SST)	• Develop and implement a structured upskilling program. • Include product knowledge, process workflows, soft skills and troubleshooting techniques • Use role playing and simulations to practice real-life scenarios.	• **AHT:** Agents will resolve issues faster with better knowledge. • **CSAT**: Improve customer interactions lead to higher satisfaction. • **Issue Resolution:** Agents can resolve issues independently, reducing repeat calls. • **Escalation Rate** : Fewer escalations due to better problem-solving skills	Weekly	2-3 months	QA Team

POA	Task	Impact	Frequency	Timeline	POC
Information Hub	• Create a comprehensive and easily accessible knowledge base on product updates, process updates, troubleshooting steps and complex scenario (OneNote). • Ensure the knowledge base is searchable and user-friendly. • Regularly update the knowledge base with new information and solutions.	• **AHT**: Quick access to information reduces call duration • **CSAT**: Accurate and consistent responses improve customer trust • **Issue Resolution**: Agents can resolve issues faster with clear guidance • **Escalation rate**: Fewer escalations as agents have the right information	Weekly	Continuous	QA Team

POA	Task	Impact	Frequency	Timeline	POC
Centralized RCA Form (DSAT and Escalation)	• Ensures that all escalations and dsats are documented and analyze consistently. • A Centralized RCA Form ensures that all relevant teams have access to the same information. This will help the team do proactive problem solving. They can use the given data to conduct huddle with there team to prevent future escalation or dsat. • Data- Driven insights, providing us common causes of dsats and escalation	• **Escalation rate:** Improve Escalation rate by preventing recurring problems and proactively addressing a root cause before leading to escalation. • **CSAT:** Identify trend/pattern of customers providing DSAT survey.	Weekly	Continuous	QA Team

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Thank You

Quality Team

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