**INTRODUCTION**

Call center agents uses AHT or Average Handling Time to measure the length of how long it takes for them to complete a certain task. AHT also tracks the amount of time of an agent spends on a call, whether the agent is doing other tasks while the customer or client is on hold, etc. AHT can be computed with this formula:

**AHT** = (Total talk time + Total hold time + Total after call work)  
 Number of calls handled

* *Talk Time* is the length of time an agent spends speaking with a client
* *Hold Time* is also a part of the AHT, but only when the agent puts the caller on hold. Agents usually put the callers on hold in order to collect more materials to reach a resolution.
* *Post-Call Work* is considered as the time an agent spends performing work after the call is complete, as long as the work is specifically connected to the case at hand.

According to Robert Stanley, a blogger from callminer.com, there are several ways to improve agent’s Average Handling Time including “Monitoring Agent Performance” wherein he stated that even the best agents require some level of mentorship and monitoring because it helps improve their metrics, like call transfers, hold time, escalated calls, and the like.

Our team has proposed a system that would help management and supports improve their agent’s Average Handling Time in a more convenient and easier way. The system includes breakdown of the handling time under different categories which are also being interpreted through graphs and other types of representation as required.

**COMPANY/GROUP PROFILE & ORGANIZATIONAL CHART**

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**BACKGROUND OF THE STUDY**

Average handling time (AHT) is one of the top metrics that every call center studies and tries to successfully achieve. Call centers strive to handle calls as efficiently as possible while still guaranteeing that the concerns of the call were fully resolved.

Managing AHT is a challenge because they offer no information about the actual activities and progressions generating these handle times. Also, it is nearly difficult to break-down the handle times by talk versus non-talk time.

This study aims to address the opportunities that maybe present in the call center industry, most especially to the agents who are taking in calls. It is necessary to address these opportunities to help improve not only the agent’s performance on a monthly basic but also the performance of the whole site and/or the company.

With the used of the proposed system which will be built from the idea of an existing one, call-handling will be much easier to be monitored. Also, events like, unnecessary hold, excessive conversation with the customer, unnecessary use of tools, and such are things that can also be tracked and be included to a report to give a better comprehension of how one agent’s performance goes. Thus, using these comprehensive performance review using the proposed system, coaching and development to subordinates can be executed much faster while being able to address each and every aspects that affects the business or the industry.

**OBJECTIVES**

**General Objective:**

To develop and improve an existing software that would be able to help the management and supports to monitor, set targets, and track their subordinate’s average handling time in a much more convenient and easier way.

**Specific Objectives:**

1. To improve the existing system which was created through MS Excel and Macro to make more convenient and easier for the users.
2. To develop a system with much more user-friendly navigation through the use of web and online database.
3. To help one company to improve their workforce performance in terms of average handling time.
4. To be able to deliver ease and value to the call center industry by developing a much more convenient and easy to use web-based software.
5. To develop a system that would deliver a much more efficient way of reporting, analysis, and monitoring performance of the management’s subordinates.

**SCOPES AND LIMITATIONS**

**Scopes:**

1. Users can log in to the system using their username and password.
2. Users can be able to see the raw files being added on a daily basis.
3. Users be able to select the agent to be monitored and enter needed values required by the monitoring process.
4. System can be able to represent the raw files into charts to give ease to the users when creating a report.
5. Users can add, delete, and update their rosters if needed.
6. Users can be able to add the raw files into the database for future references and monitoring needs.

**Limitations:**

1. Users cannot register themselves for security purposes. Only highest admin responsible for the security and compliance can grant access to the management and support who would be needing to use the software.
2. Except for the home page of the web application, other screens of the software cannot adapt to the change of the screen size. The software is much better to be used in a maximized browser only.
3. Users cannot export file from the software into a device or another software such as MS Excel.