Operational Metrics Deep-Dive: AHT & Hold Time by Caller Type & Disposition”

🔹 Key Insights to Present

1. Average AHT by Caller Type

Third Party Authority (1157 sec) and Power of Attorney (1028 sec) have the longest handling times, indicating complex or highly regulated interactions.

Customers (730 sec) and Non-Customers (697 sec) show moderate AHT, while AMP Staff (84 sec) is the quickest to handle.

Insight: Specialized caller types require more effort/time due to verification and compliance checks.

2. Average AHT by Disposition

Account Closure (1045 sec) is the highest AHT disposition, followed by Fraud Query (786 sec) and Transaction Query (739 sec).

Lower AHT in Applications (466 sec) and Discharge (364 sec) shows simpler, more structured call handling.

Insight: Complex or risk-heavy transactions (fraud, closure) require extra investigation and customer authentication.

3. Average Hold Time by Caller Type

Power of Attorney (367 sec) and Third Party Authority (300+ sec) experience the longest hold times, suggesting back-office validation or supervisor involvement.

AMP Staff (42 sec) has minimal hold time, showing faster internal resolutions.

Insight: Improving knowledge base and enabling faster approvals could reduce hold time for legal/third-party callers.

4. Average Hold Time by Disposition

Fraud Query (362 sec) and Account Closure (249 sec) have the highest hold times, likely due to security checks and escalations.

Transactions, Applications and Discharges show shorter hold times, indicating well-defined handling paths.

Insight: Reducing internal escalations and automating fraud/account closure validations could improve hold times.

✅ Recommendation Section (to include like CSAT/ASAT slide)

Streamline High-Complexity Cases: Provide dedicated fraud & closure handling teams to reduce AHT and hold time.

Knowledge Base Enhancement: Equip agents with quick access to legal/third-party verification workflows.

Real-Time Alerts: Trigger alerts for long hold/AHT calls for supervisory intervention.

SLA Monitoring: Third-party & legal calls have SLA below 60% — review staffing or process automation.

Would you lik