Adherence and why it matters

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Reader group: All agents
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Adherence is how closely your status matches your schedule: on calls when you're scheduled for calls, on break when you're scheduled for break.

Our forecasts staff each half hour to the exact number of agents needed to answer 80% of calls within 30 seconds. When one agent is off schedule, wait times climb for every customer in the queue.

Target

90% adherence or higher each week. Time your supervisor approves, like an urgent coaching session, doesn't count against you.