

Power of One Exercise

Objective

Create knowledge and awareness by effectively communicating the importance that one agent has on customer service and resource utilization when adhering to the assigned scheduled. The exercise does a good job illustrating where a single agent fits in to the overall goal.

Requirements

- Six people to act in the role of Agent
- Six people to act in the role of Customer
- Remaining audience members are observers
- Eight tennis balls (the “calls”)
- One container to hold the balls (the “queue”)
- Adequate space for the agents to be standing across from the customers

Round One

Ask for 12 volunteers to act as agents and customers.

Select and line up the six agents in a row, a few feet apart, standing. Instruct them that they will be receiving “calls” from customers and they will handle the call from 5-7 seconds each (each agent has a different time.) They should count the seconds out to themselves (one, one-thousand, two, one-thousand, etc.), then return it to the box by throwing the ball from their position. Agents further from the box have further to throw the ball. Any call that doesn’t go into the box has to be picked up by the agent and counted as “After Call Work” before taking a new call.

Select and line up the six customers behind the box (call queue) which is placed about six to eight feet across from the agents, centered. Instruct them to pick up a ball from the box, find an available agent to stand across from, and toss a call to their agent. Any customer waiting in line for an available agent should count their hold time. A new call can’t be taken until the old call is released.

Start the call exchange and go about 3 minutes. Stop and review delay times with customers. Ask the agents how they feel. Ask observers what they noticed?

Round Two

Remove one agent from the line because they are going on break. Begin call exchange again.

After two minutes, remove another agent (because they saw their friend go on break and decided to leave too) and continue exchange. Customers need to count delay times. Stop after one minute.

Review delay times with customers. How different did agents feel after someone was “missing”?

Debrief

Review the differences in delay time based on various agent situations. Include observers in discussion.

- ◆ What was the effect on customer service?
- ◆ What was the effect on agents?
- ◆ What happened when a call was dropped outside of the box and went into ACW?

Ask “What different did one person make in this exercise?” (Try to get them to explain why they should adhere to their schedule.)

Add that THEY are that one powerful person in their own call center. When you do something that is not scheduled, it has a direct impact on utilization and adherence, which in turn has a direct affect on the customer.

Ask for additional questions, and close.

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