

LINKS Tutorial

Net CSR Productivity

The Service Operations Report provides the details associated with the calculation of Actual CSR Capacity given service configuration, service personnel movements (hiring, firing, etc.), CSR time allocation, and CSR maximum capacity limit.

Here are two examples of the details of the calculation of Net CSR Productivity (service call capacity per CSR), the top-line figure that drives all of the other calculations leading to Actual CSR Capacity (total service call capacity for all CSRs).

Net CSR Productivity Calculation for a Household Service: H446320

Gross CSR Productivity	176 hours of service capacity per month (528 hours per quarter)	528.0
- Technical Training	4 hours per month (12 hours per quarter)	-12.0
- Service Skills Training	4 hours per month (12 hours per quarter)	-12.0
- Service Appointment Scheduling	service time reduced by $1.5(7-SAS)(7-SAS) = 1.5(7-6)(7-6) = 1.5$	-1.5
- Scheduling Style	scheduling style has no impact on CSR productivity	0.0
= Adjusted Gross CSR Productivity	units are quarterly hours of CSR service time available for service calls	502.5
- Duration and Format Adjustments	level 2 service call duration adds 6 minutes to each service call level 0 format (telephone) has no impact on CSR productivity 6 minutes added to each service call is equivalent to changing CSR productivity by -9.1% (from 60 minutes per service call to 66 minutes per service call), which converts to 45.7 minutes of the 502.5 minutes of Adjusted Gross CSR Productivity alternative summary calculation: $502.5(60/66)=456.8$	-45.7
= Net CSR Productivity	units are CSR service calls per quarter	456.8

Net CSR Productivity Calculation for a Major Accounts Service: M772131

Gross CSR Productivity	176 hours of service capacity per month (528 hours per quarter)	528.0
- Technical Training	7 hours per month (21 hours per quarter)	-21.0
- Service Skills Training	7 hours per month (21 hours per quarter)	-21.0
- Service Appointment Scheduling	service time reduced by $1.5(7-SAS)(7-SAS) = 1.5(7-2)(7-2) = 37.5$	-37.5
- Scheduling Style	scheduling style has no impact on CSR productivity	0.0
= Adjusted Gross CSR Productivity	units are quarterly hours of CSR service time available for service calls	448.5
- Duration and Format Adjustments	level 3 service call duration adds 15 minutes to each service call level 1 format (on-site) add 20 minutes to each service call 15+20=35 minutes added to each service call is equivalent to reducing CSR productivity by -36.8% (from 60 minutes per service call to 95 minutes per service call), which converts to 165.2 minutes of the 448.5 minutes of Adjusted Gross CSR Productivity alternative summary calculation: $448.5(60/95)=283.3$	-165.2
= Net CSR Productivity	units are CSR service calls per quarter	283.3