

CASE STUDY

Data Analysis

[bu:st] developed & implemented KPIs to measure operational efficiency.



THE PROBLEM

- Funds and resources for the crisis center operations were very limited.
- It was extremely challenging to keep up with a constantly increasing call volume month over month.

THE SOLUTION

- Use KPIs and a standard reporting structure to track performance.
- Create measures for deviations.
- Adjust and optimize the working model.

THE RESULTS

Implementing the solution above resulted in:

- Fully-developed KPIs (e.g. call performance for team/individuals, call/chat length, answer rate, etc.).
- Implementing a standard reporting structure.
- Establishing accountability with individual measures in place for every KPI deviation.
- Optimizing staffing models and adjusting the working model with the goal of improving operational efficiency.

The crisis center achieved an 80% or higher call-answer rate consistently for several months before 988 went live.

Are you ready to complete your projects and maximize your efficiency?

At [bu:st] USA we're ready to propel your projects, streamline your processes, and foster sustainable organizational growth. Reach out to us today, and let's journey toward excellence together.



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