HOW TO REVIEW NUSUTUS REPORTS

Last Modified on: 3/30/17

Part of “GENERAL MANAGER WEEKLY TASKS” Procedure

This procedure applies to reviewing a weekly NuSutus report (Executive Incoming Call Performance [date range]) or a daily NuSutus report (One Day Snapshot [date]).

* **Step 1**: Open the NuSutus report that was emailed to you.
  + If you don’t get these emailed to you, your Franchisee/Supervisor will need to contact our NuSutus rep to set this up.
* **Step 2**: Scroll to the “Key Performance Indicators: Incoming Calls” section.
* **Step 3**: Review the column titled “% QH” (Percentage of Queue Hang-ups).
  + Queue callers are Customers that called the store, made it through call works, and now the phone is ringing in the store. The Customer is waiting patiently for a Team Member to answer their call.
  + A Queue hang-up is a Customer that is no longer willing to wait and hang-up before the call is answered in the store.
    - This percentage should be under 3% for a week or day.
* **Step 4:** Review the column titled “% AOT” (Percentage Answered on Time).
  + Answered on time calls are calls that are answered within two rings in the store.
    - This percentage should be greater than 87%
* **Step 5:** Review the column titled “% AAH” (Percentage of Auto- Attendant Hang-ups).
  + Auto- attendant hang-ups are calls that hung-up before the phone rang in the store.
    - These calls could be when the store is closed or a Customer that hung-up before making it through call works.
    - This percentage should be under 5%
      * If it is higher review each day individually and each hour of the day.
        + If it is high during business hours consider reviewing your call works message in case it is too long and Customers are not willing to wait
* **Step 6:** If the “% AOT” or the “%QH” is not where they should be scroll to the second page and review each day’s specific percentages.
* **Step 7:** Open the specific days that do not meet the correct percentages and repeat steps 3 through 5 for each hour of the day.
* **Step 8:** If “%QH” are high for a specific hour or “%AOT” is low for a specific hour this could be an indication that more Team Members need to be scheduled or team members need to be more urgent in the store.
* **Step 9:** Review with Assistant Managers and team leaders.
* **Step 10:** Make a plan to get “%QH” under 3% and “%AOT” above 87%.