Call Details: Call Closure Time / SLA - Admin Panel

Purpose: Measure how long it takes to close a caller’s request.

Reading the panel

- Buckets show counts and percentages for closure times such as 0–10 minutes, 10–30 minutes, 30–60 minutes, 1–3 hours, 3–8 hours, 8–24 hours, and more than 1 day.

Actions to take

- Focus on the largest slow bucket first.
- Create checklists for repeat requests to speed up steps.
- Escalate items that often cross 24 hours.

Tips and good practices

- Share a simple service level target, for example close 80 percent within the same day.
- Track the trend each week after a process change.

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