

How to Upload AHT Data

1 Click "AHT" from Model Input

5. Operation Sites

1 of 1 Team's Infrastructure details have been set



6. Product

75 of 75 activities have their product set



9. AHT

31 of 55 in-scope team activities have their AHT set



10. Geolocate (Team Size AS-IS)

10 of 10 Team have their AS-IS set



13. Forms



14. Business Rules

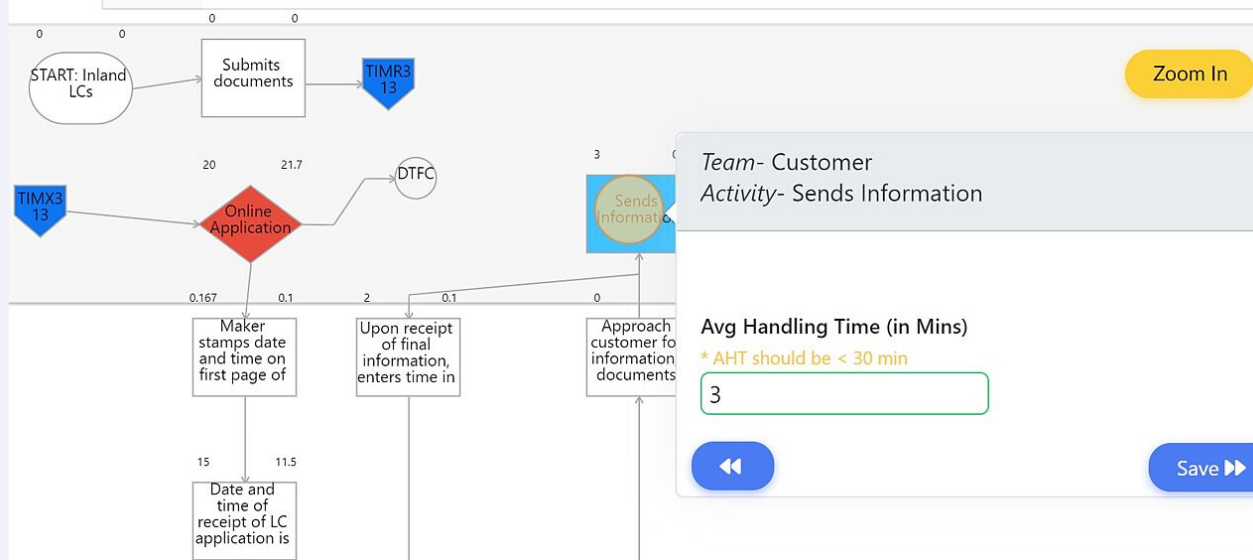


2 Click on any activity to enter its AHT

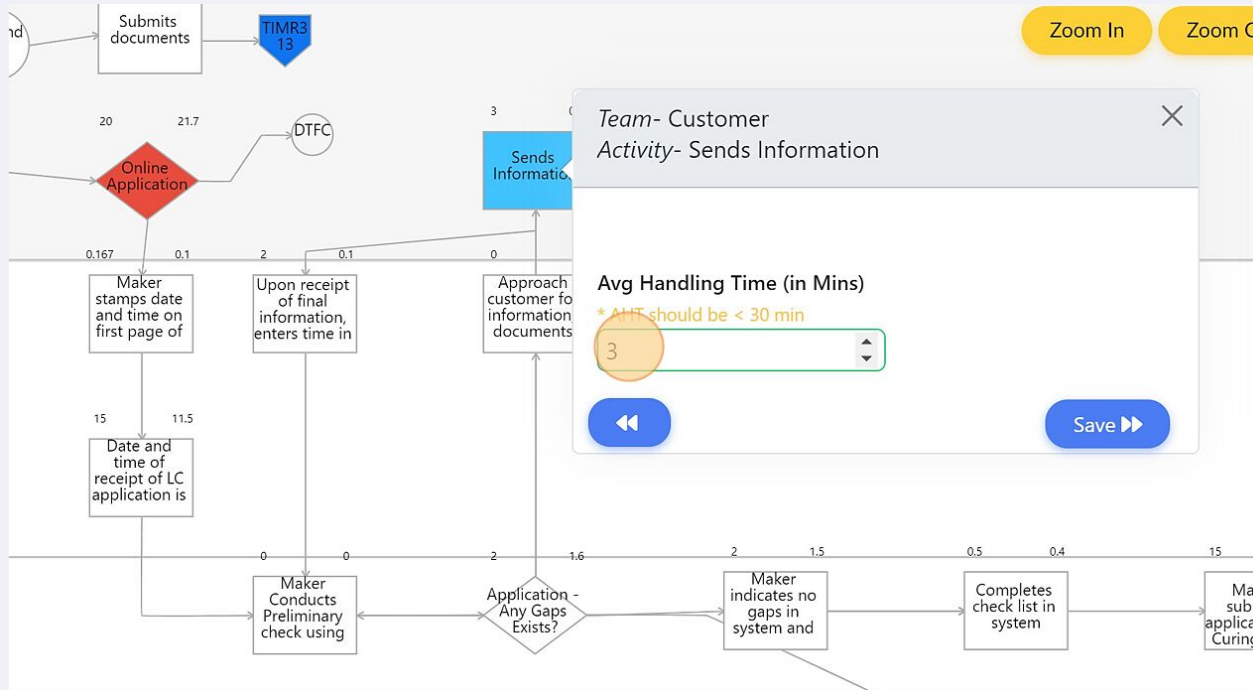
Activity to review Average Handle Time

Map

Flow-1



3 In the pop up, type the AHT of activity in minutes



4 Click "Save" and repeat the same for the remaining activities

Team- Customer
Activity- Sends Information

Avg Handling Time (in Mins)
* AHT should be < 30 min
2

Save

Application - Any Gaps Exists?

Maker indicates no gaps in system and

Completes check list in system

Maker submits application to Curing Team

AHT Entered - 38 of 75

Activity Details

- Sends Information
- Upon receipt of final information in system
- Maker indicates no gaps in system and customer information request date and time disabled
- Completes check list in system
- Maker submits application to Curing Team
- Reviews Work id & submits to Curing Team

5 An alternative method is to select the activity from the Input panel on the right and enter the AHT of the activity

Zoom In Zoom Out

nters tim...

Save

Completes check list in system

Maker submits application to

Bulk Upload

AHT Entered - 38 of 75

Activity Details

documents using email & enters time in system of request sent to customer	
Sends Information	2
Upon receipt of final information, enters time in system	2
Maker indicates no gaps in system and customer information request date and time disabled	2
Completes check list in system	0.5
Maker submits application to Curing Team	15

6 Enter the AHT

Previous Next

Zoom In Zoom Out

Save ▶▶

0.5 0.4 15 11.3

Input & Edit Observations

Bulk Upload

AHT Entered - 38 of 75

Activity Details

Sends Information	2
Upon receipt of final information, enters time in system	2
Maker indicates no gaps in system and customer information request date and time disabled	2
Completes check list in system	0.5
Maker submits application to Curing Team	15

7 To upload AHT through Excel, click "Bulk Upload"

More

Convert to LOTs

Expand Map

Previous Next

Zoom In Zoom Out

Input & Edit Observations

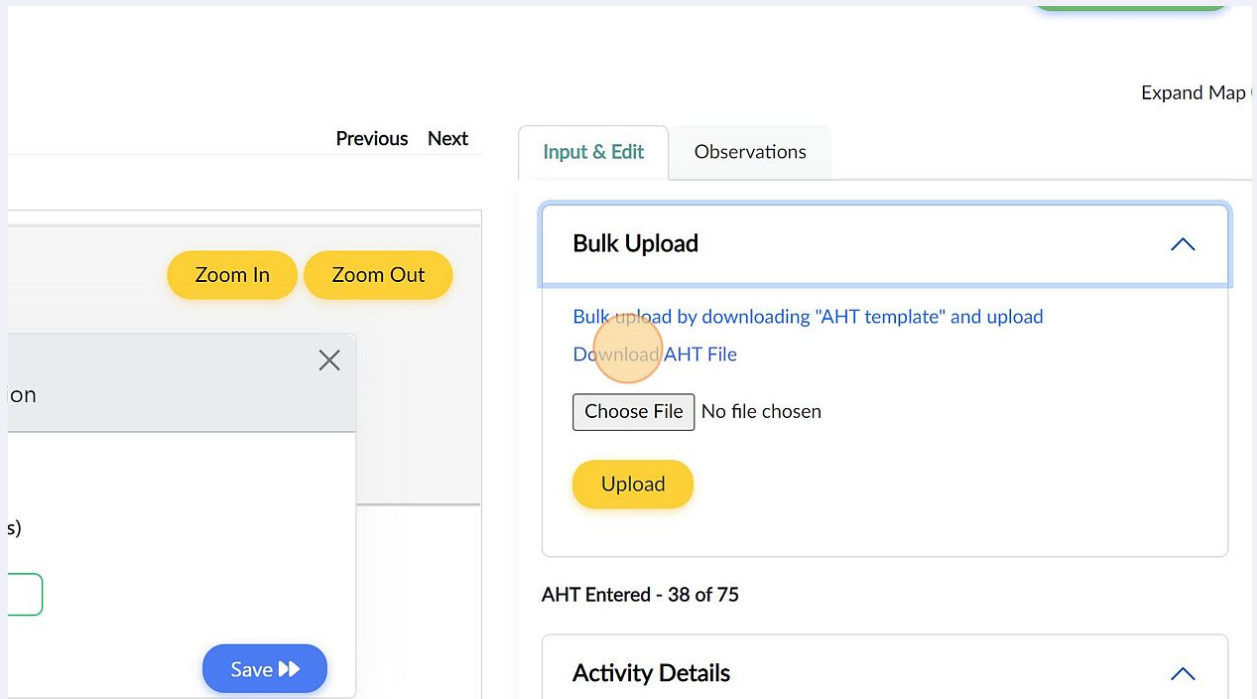
Bulk Upload

AHT Entered - 38 of 75

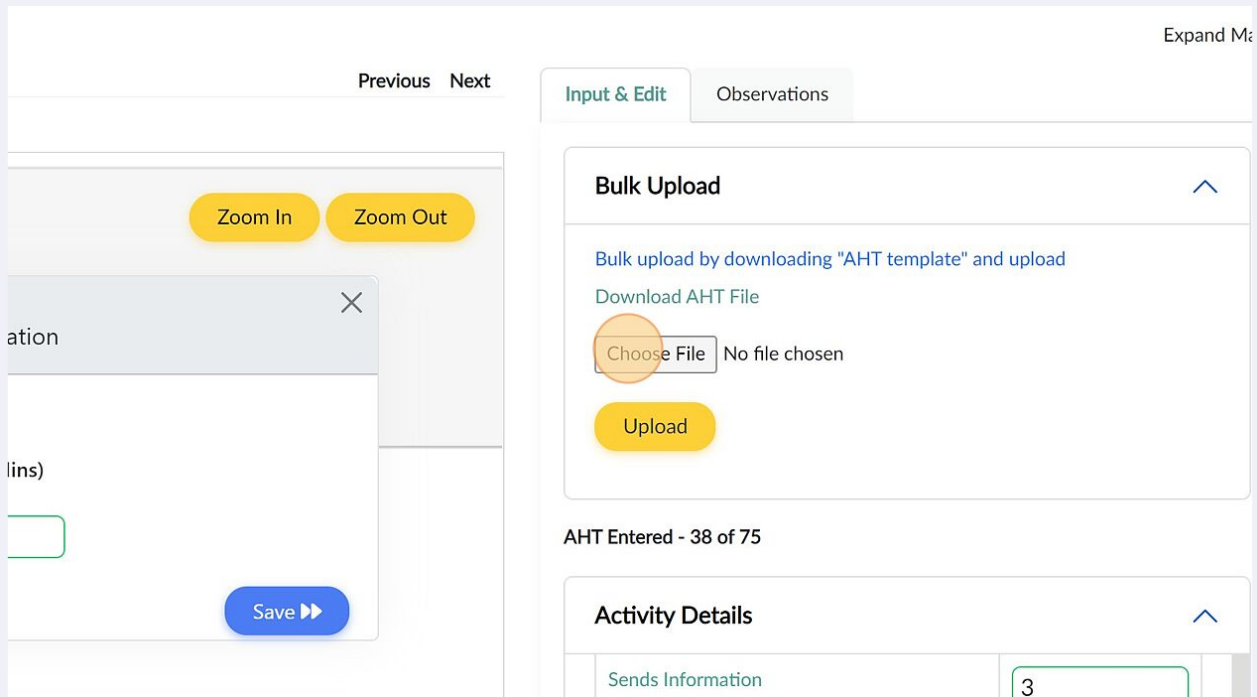
Activity Details

Sends Information	3
Upon receipt of final information, enters time in system	2

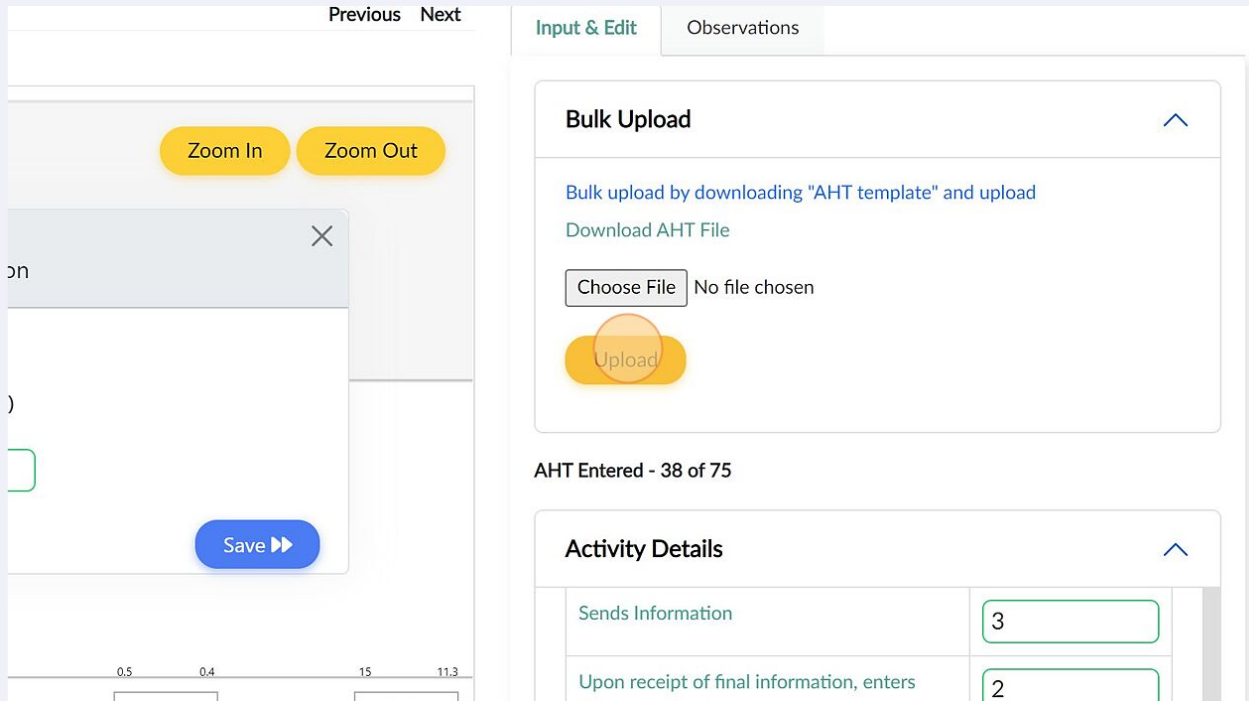
8 Click "Download AHT File" and fill the information in the downloaded file



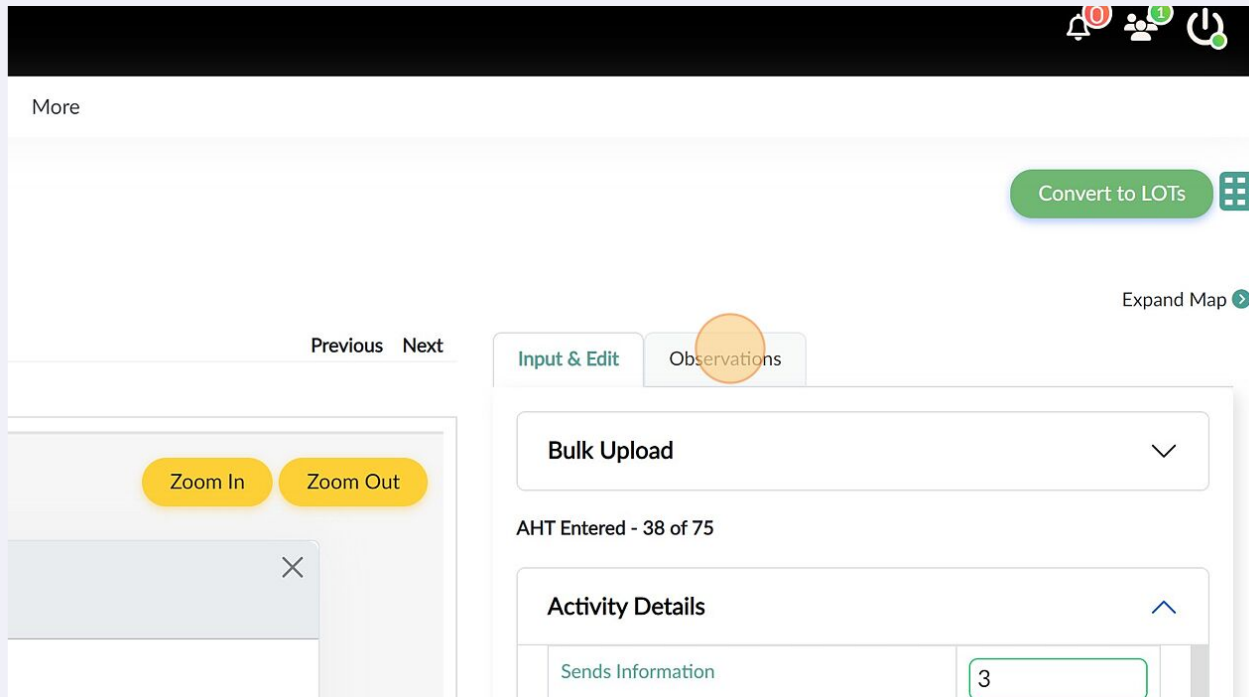
9 To upload file, choose the filled from your system.



10 Click "Upload"



11 To view all the observations, Click "Observations" tab



12

Review all the observations and make changes where required

More

Previous Next

Input & Edit Observations

Geolocate Team Size ▶▶

Zoom In Zoom Out

Decision has AHT = 0

Decision Activity	
Time interval	Merge
DTFC Check - Any Errors	Merge
Deviation Approved?	Merge
Credit Approval Required	Merge