Benchmarks, Definition & Measurement Details





Definition & Measurement Details

bmi.OpsDog.CallCenter.AbandonmentBate.Sample



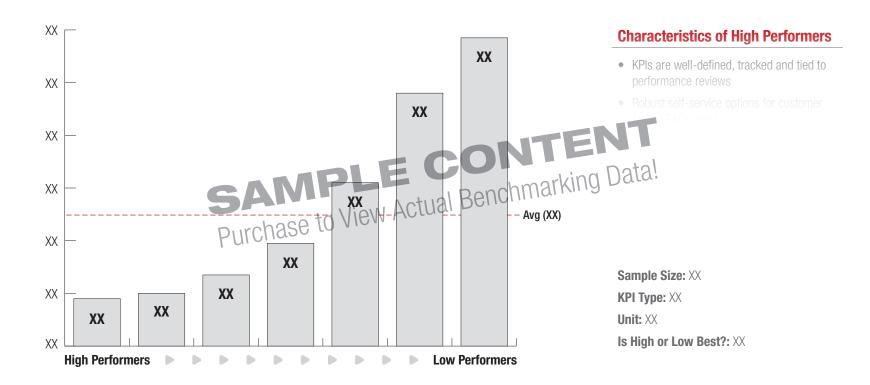
What is Ahandonment Rate?

The number of callers who hang up before speaking to a Call Center representative (does not include calls resolved within IVR/VRU system) divided by the total number of incoming calls over the same period of time, as a percentage. Abandonded calls include all calls that enter an agent queue but are abandoned (i.e., the caller hangs up) before speaking to a Call Center representative.





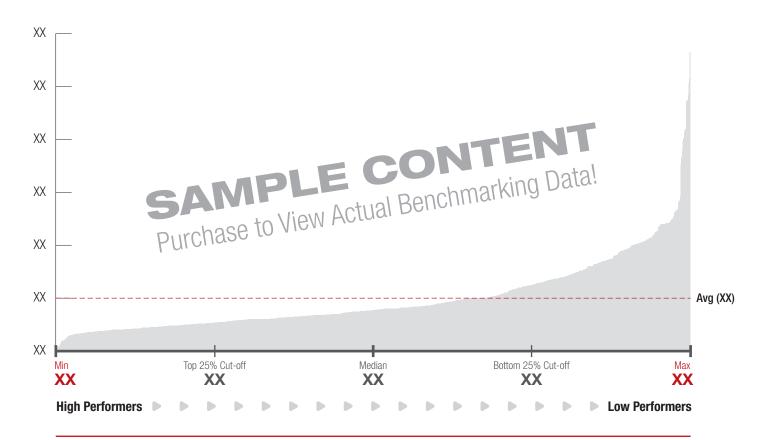
(Number of Calls Where Caller Hangs Up Before Speaking to a Representative/Total Number of Inbound Calls Offered)



How to read this chart: This chart summarizes the performance gaps between high (Top 5%), mid (Median) and low (Bottom 5%) performers for this Key Performance Indicator (KPI). For example, the column labeled "Top 5%" represents a company that outperformed 95% of the peer group observed for this metric.



(Number of Calls Where Caller Hangs Up Before Speaking to a Representative/Total Number of Inbound Calls Offered)



How to read this chart: This chart plots all values within the observed population for this KPI. This chart can be useful in analyzing the upper and lower boundaries (i.e., minimum/maximum values) and the amount of the population that falls above/below the average for the KPI, among other things.

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