Benchmarks, Definition & Measurement Details





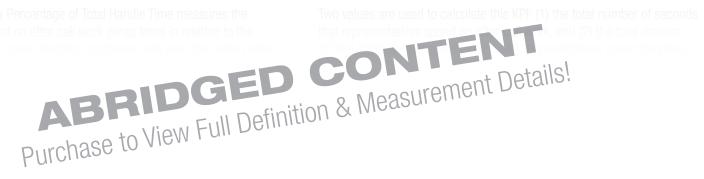
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Definition & Measurement Details



What is After-Call Work as a Percentage of Total Handle Time?

The amount of time spent on after call work (wrap time) divided by the total amount of time representatives spent handling customer calls over the same period of time, as a percentage.

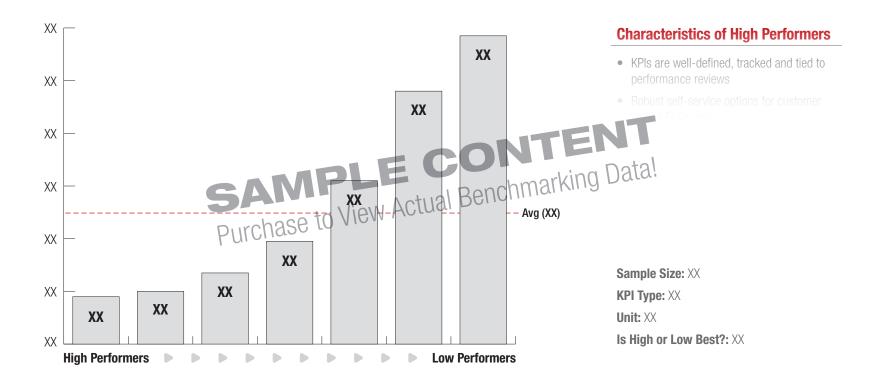


Benchmarks & Characteristics of High Performers



After-Call Work as a Percentage of Total Handle Time

(Number of Seconds Spent on After-Call Work / Total Amount of Time Spent Handling Customer Calls) * 100



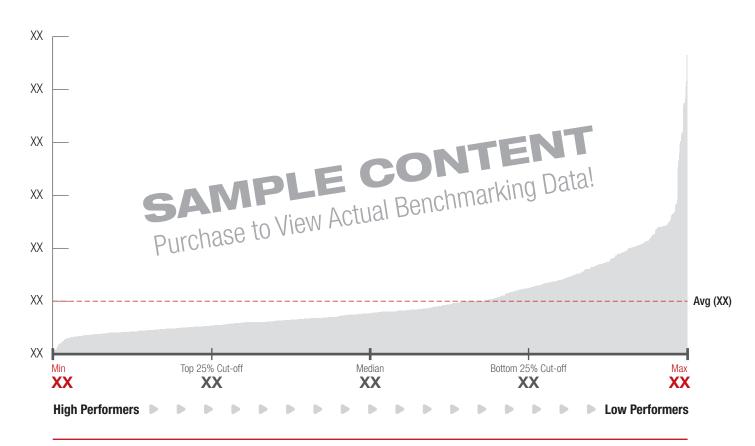
How to read this chart: This chart summarizes the performance gaps between high (Top 5%), mid (Median) and low (Bottom 5%) performers for this Key Performance Indicator (KPI). For example, the column labeled "Top 5%" represents a company that outperformed 95% of the peer group observed for this metric.

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Benchmarks & "Long Tail" Analysis

After-Call Work as a Percentage of Total Handle Time

(Number of Seconds Spent on After-Call Work / Total Amount of Time Spent Handling Customer Calls) * 100



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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