

# After-Call Work as a Percentage of Total Handle Time

*Benchmarks, Definition & Measurement Details*

**SAMPLE  
CONTENT & DATA**



# After-Call Work as a Percentage of Total Handle Time

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.

## Why should this KPI be measured?

After-Call Work as a Percentage of Total Handle Time measures the amount of time spent on after call work (wrap time) in relation to the total amount of time spent handling customer calls over the same period.

## How is this KPI calculated?

Two values are used to calculate this KPI: (1) the total number of seconds that representatives spend on after call work, and (2) the total amount of time spent handling customer calls over the same period.

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# After-Call Work as a Percentage of Total Handle Time

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



### Characteristics of High Performers

- KPIs are well-defined, tracked and tied to performance reviews
- Robust self-service options for customer

Sample Size: XX

KPI Type: XX

Unit: XX

Is High or Low Best?: XX

**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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