

Amount Collected per Collections Agent

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



Amount Collected per Collections Agent

Definition & Measurement Details



What is Amount Collected per Collections Agent?

The total dollar amount collected by the Collections function divided by the number of accounts managed by the Collections function over the same period of time. Include accounts at all stages of collections (i.e., early to late stage).

Why should this KPI be measured?

Amount Collected per Collections Agent measures the efficiency with which collections agents successfully collect payments from managed accounts that owe money to the company (i.e., delinquent accounts) over

How is this KPI calculated?

Two numbers are used to calculate this KPI: (1) the total dollar amount successfully collected by the Collections function over a certain period of time, and (2) the number of accounts managed by the Collections function

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Amount Collected per Collections Agent

Benchmarks & Characteristics of High Performers



Amount Collected per Collections Agent

Total Dollar Amount Collected / Number of Collections Agents



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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