

# Average Handle Time: After-Call Work

*Benchmarks, Definition & Measurement Details*

**SAMPLE  
CONTENT & DATA**



# Average Handle Time: After-Call Work

Definition & Measurement Details



## What is Average Handle Time: After-Call Work?

The average number of seconds required to perform after-call work after a single call is completed over a certain period of time. After-call work, or wrap time, includes any time required after the phone call has ended to perform tasks to satisfy the customer's request or document the call (data input, filing paperwork, updating database, etc.).

## Why should this KPI be measured?

This KPI measures the productivity and efficiency of call center representatives and call handling practices. A high value for this metric can indicate inefficient processes for account verification or

## How is this KPI calculated?

Two values are used to calculate this KPI: (1) the total number of seconds a call center representative spends handling customer calls over a certain period of time, and (2) the total number of calls handled by call center

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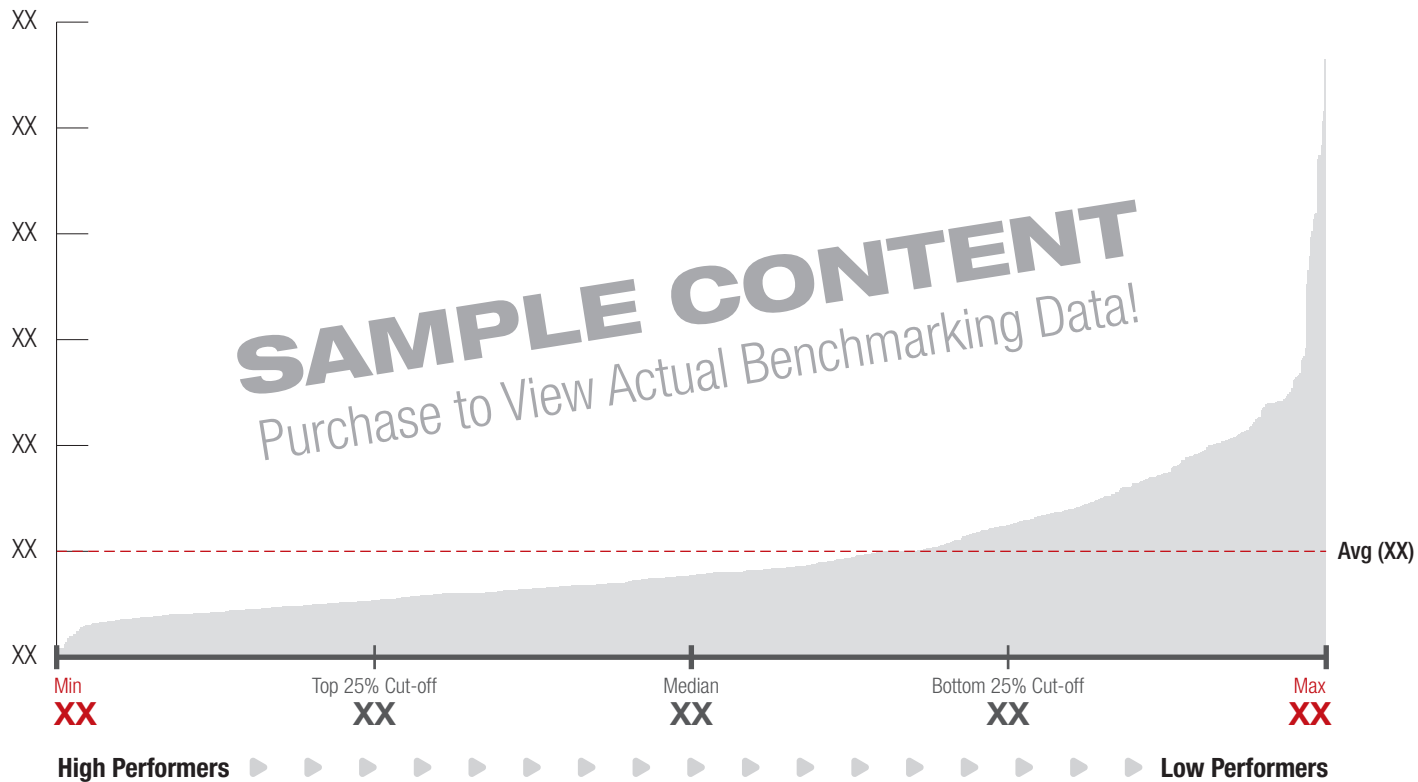
# Average Handle Time: After-Call Work

Benchmarks & "Long Tail" Analysis



## Average Handle Time: After-Call Work

(Number of Seconds Spent Handling Customer Calls / Total Number of Calls Handled) \* 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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