

Average Handle Time

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



Average Handle Time

Definition & Measurement Details



What is Average Handle Time?

The average number of seconds required to handle a single call within the call center (includes inbound and outbound calls), including any after-call work and/or hold time that is required.

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 poor in-call 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 spent handling customer calls over a certain period of time, and (2) the total number of calls handled by call center

ABRIDGED CONTENT
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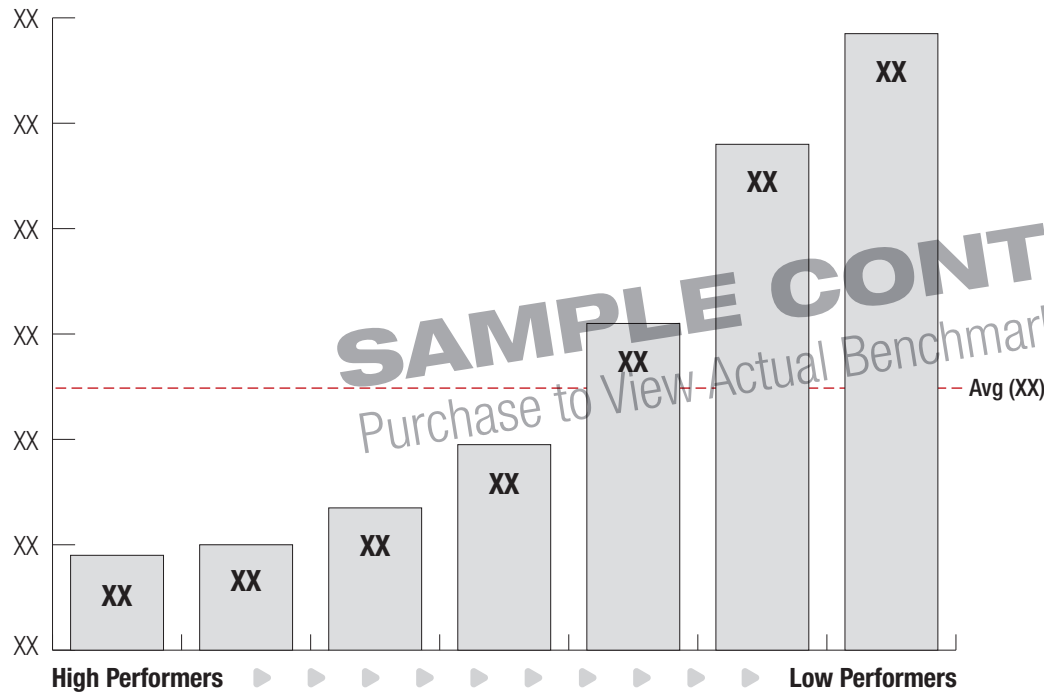
Average Handle Time

Benchmarks & Characteristics of High Performers



Average Handle Time

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

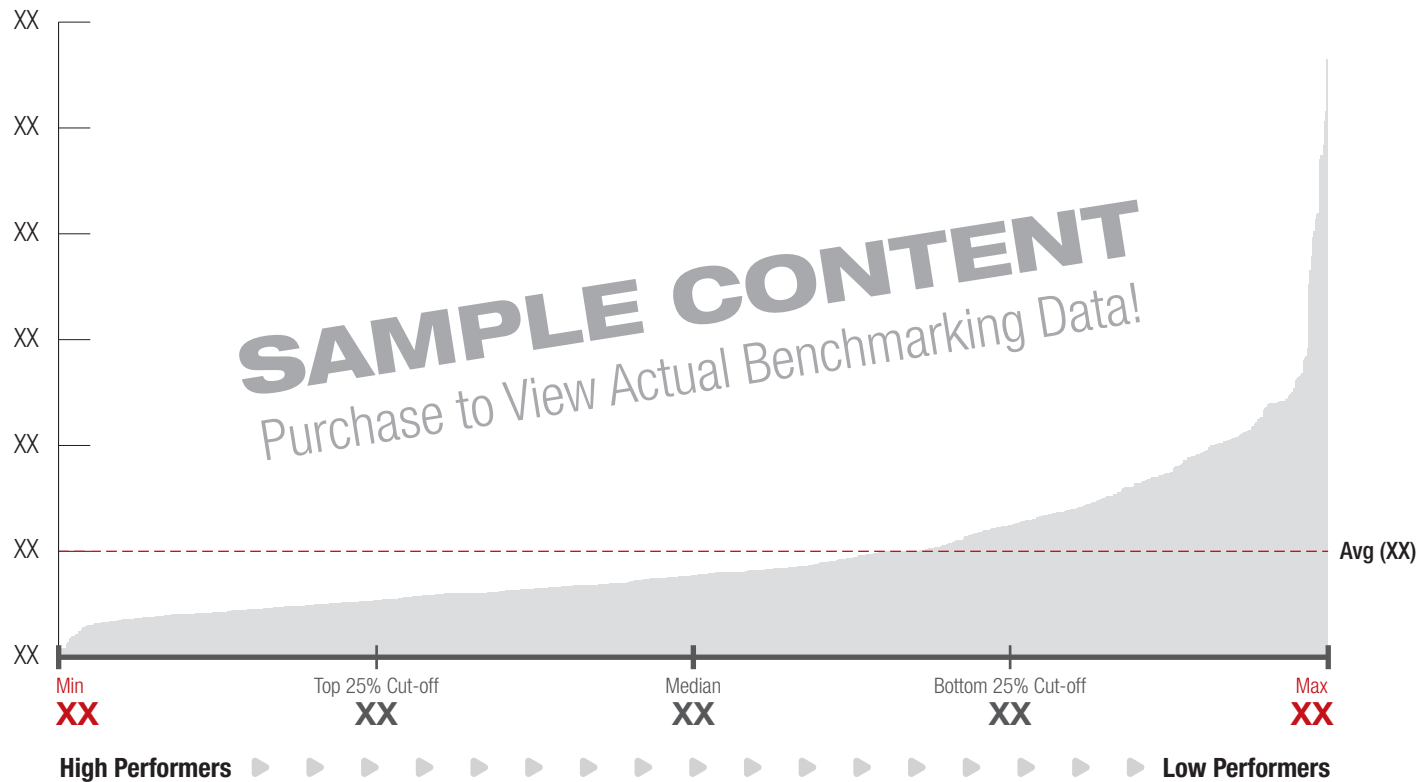
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Benchmarks & "Long Tail" Analysis



Average Handle Time

(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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