Average Manual Customer Authentication Time

KPI Definition, Calculation Details & Benchmarks

SAMPLE
CONTENT & DATA

What is Average Manual Customer Authentication Time?

The total amount of time required for call center representatives, or agents, to manually authenticate customers' identities divided by the total number of calls handled which required customer authentication over the same period of time.
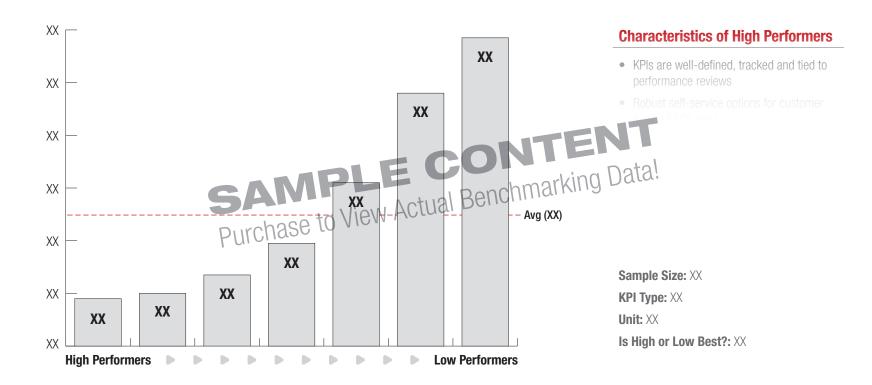
Why Should this KPI be Measured?

Average Manual Customer Authentication Time measures the amount of time required for a Banking Call Center employee to verify the identity of

How is this KPI calculated?

Two numbers are used to calculate this KPI: (1) the amount of time required for call center representatives, or agents, to manually

ABRIDGED CONTENT

Purchase to View Full Definition & Measurement Details!

Average Manual Customer Authentication Time

Benchmarks & Characteristics of High Performers

Average Manual Customer Authentication Time

(Number of Seconds Required to Manually Authenticate Customer Identity)

High Performers ▶ ▶ ▶ ▶ ▶ ▶ ▶ ▶ ▶ ▶ Low Performers

Avg (XX)

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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