

Average Retail Branch Lobby Wait Time

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



Average Retail Branch Lobby Wait Time

Definition & Measurement Details



What is Average Retail Branch Lobby Wait Time?

The average number of seconds customers must wait before meeting with a non-teller retail branch service representative, from the time an account holder signs-in or is acknowledged at the entrance podium until when the meeting with the personal banker or service representative begins.

Why should this KPI be measured?

Average Retail Lobby Wait Time measures the average amount of time that customers must wait prior to meeting face-to-face with a retail branch service representative. This metric is a fundamental measurement

How is this KPI calculated?

Two values are used to calculate this KPI: (1) the total number of seconds customers waited before meeting with a non-teller retail branch service representative, and (2) the total number of account holders who signs in or is acknowledged

ABRIDGED CONTENT
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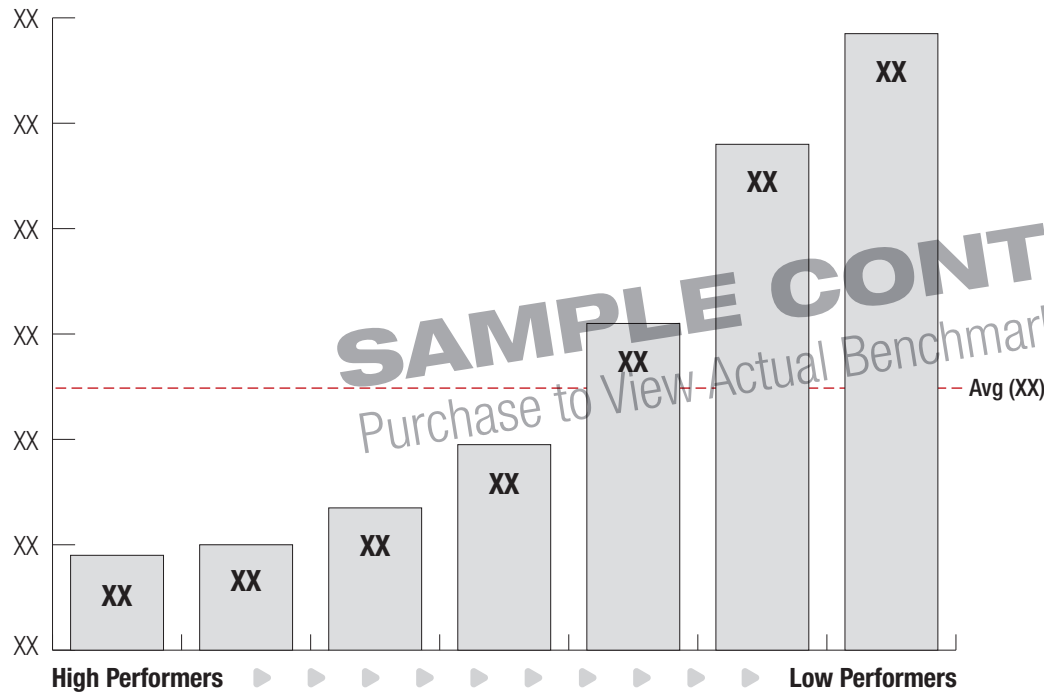
Average Retail Branch Lobby Wait Time

Benchmarks & Characteristics of High Performers



Average Retail Branch Lobby Wait Time

(Sum of Retail Branch Lobby Wait Times) / Total Number of Non-Teller Customer Visits



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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