

Call Center Forecast Accuracy

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



Call Center Forecast Accuracy

Definition & Measurement Details



What is Call Center Forecast Accuracy?

The difference between forecasted calls offered and the actual number of calls offered over the same period of time divided by the number of forecasted calls offered, as a percentage.

Why should this KPI be measured?

This KPI measures the ability of call center workforce managers and directors to accurately forecast inbound call volumes for use in staffing models. A number above or below zero for this metric indicates

How is this KPI calculated?

Two values are used to calculate this KPI: (1) the forecasted number of inbound calls (i.e., forecasted calls) and (2) the actual number of inbound calls over a defined period of

ABRIDGED CONTENT
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Call Center Forecast Accuracy

Benchmarks & Characteristics of High Performers



Call Center Forecast Accuracy

$((\text{Actual Calls Offered} - \text{Forecasted Calls Offered}) / \text{Forecasted Calls Offered}) * 100$



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.

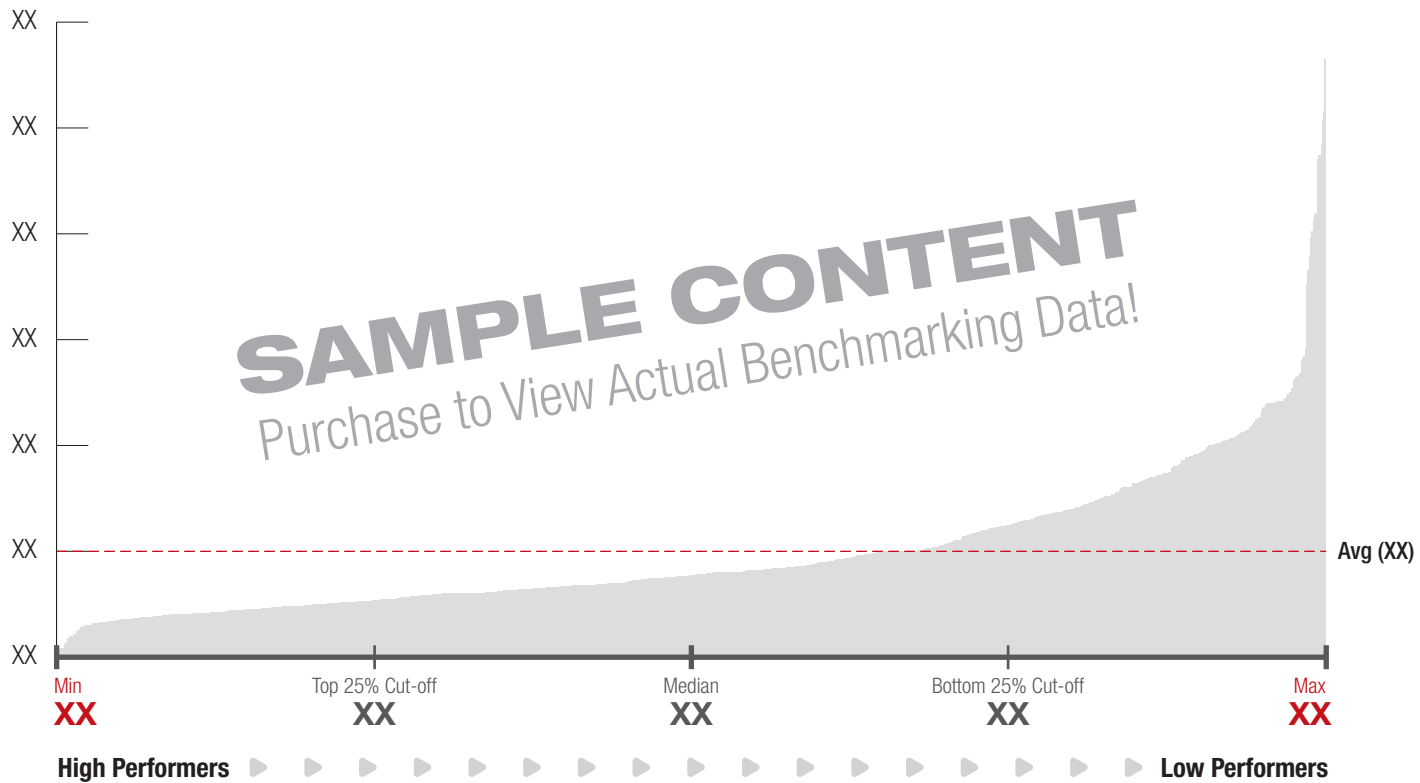
Call Center Forecast Accuracy

Benchmarks & "Long Tail" Analysis



Call Center Forecast Accuracy

$((\text{Actual Calls Offered} - \text{Forecasted Calls Offered}) / \text{Forecasted Calls Offered}) * 100$



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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