Benchmarks, Definition & Measurement Details





Definition & Measurement Details



What is Call Center Shrinkage?

The amount of time that call center representatives spend off the phone and unavailable to accept calls as a percentage of the total scheduled work time over the same period of time.

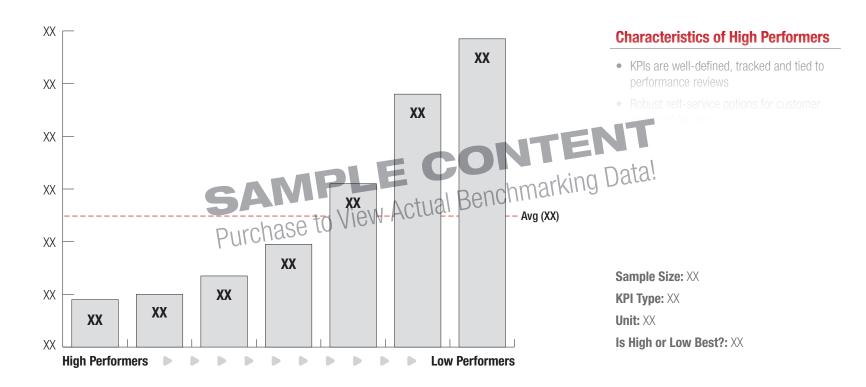


Benchmarks & Characteristics of High Performers



Call Center Shrinkage

(Amount of Time Representatives are Unavailable to Answer Calls / Total Amount of Time Representatives are Scheduled to Work) * 100



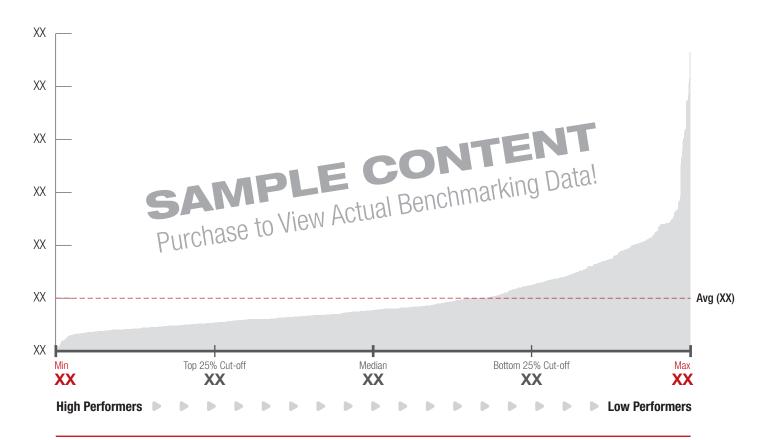
How to read this chart: This chart summarizes the performance gaps between high (Top 5%), mid (Median) and low (Bottom 5%) performers for this Key Performance Indicator (KPI). For example, the column labeled "Top 5%" represents a company that outperformed 95% of the peer group observed for this metric.

Benchmarks & "Long Tail" Analysis



Call Center Shrinkage

(Amount of Time Representatives are Unavailable to Answer Calls / Total Amount of Time Representatives are Scheduled to Work) * 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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