

Calls Handled per Representative

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



Calls Handled per Representative

Definition & Measurement Details



What is Calls Handled per Representative?

The total number of calls handled (inbound and outbound) by customer service or call center representatives divided by the total number of representatives working for the company over a certain period of time.

Why should this KPI be measured?

This KPI measures the productivity and efficiency of call center representatives and call handling practices. A low value for this metric can indicate inefficient processes for account verification or

How is this KPI calculated?

Two values are used to calculate this KPI: (1) the total number of calls handled by call center representatives and (2) the average number of call center representatives working for the company over the same period.

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Calls Handled per Representative

Benchmarks & Characteristics of High Performers



Calls Handled per Representative

(Total Number of Calls Handled / Total Number of Call Center Representatives)



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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