Calls Handled per Representative

Benchmarks, Definition & Measurement Details





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.



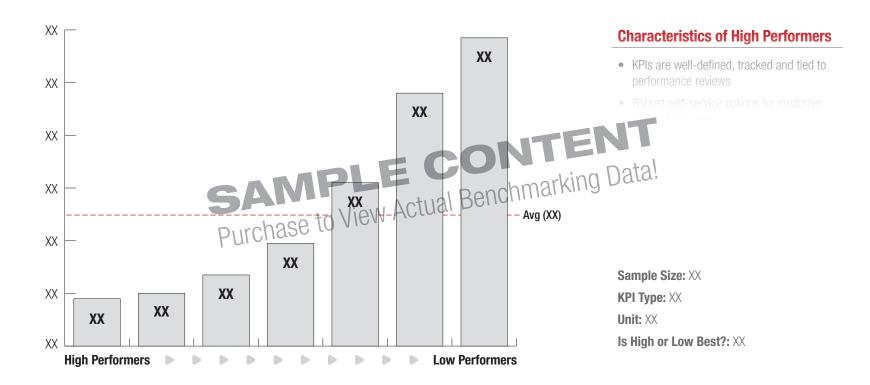
Calls Handled per Representative

Benchmarks & Characteristics of High Performers



Calls Handled per Representative

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



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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