

Collections Connect Rate

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



Collections Connect Rate

Definition & Measurement Details



What is Collections Connect Rate?

The number of outbound dials that are connected to a valid phone number divided by the total number of outbound dials attempted over the same period of time, as a percentage. A “valid” outbound dial (i.e., a “connect”) includes calls that are connected to a phone number that is in service.

Why should this KPI be measured?

Collections Connect Rate measures the number of outbound dials that are connected to a valid phone number in relation to the total number of outbound dials attempted over the same period of time. Low values for

How is this KPI calculated?

Two numbers are used to calculate this KPI: (1) the number of outbound dials that are connected to a valid phone number, and (2) the total number of outbound dials attempted over the same period of time.

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Collections Connect Rate

Benchmarks & Characteristics of High Performers



Collections Connect Rate

(Outbound Dials Connected to Valid Phone Number / Total Number of Outbound Dials) * 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.

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