

Collections Revenue per Account

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



Collections Revenue per Account

Definition & Measurement Details



What is Collections Revenue per Account?

The total revenue generated (amount collected minus amount paid back to original creditor) by the Collections function divided by the number of delinquent accounts managed over the same period of time.

Why should this KPI be measured?

Collections Revenue per Account measures the total revenue generated (amount collected minus amount paid back to original creditor) by the Collections function in relation to the number of delinquent

How is this KPI calculated?

Two numbers are used to calculate this KPI: (1) the total revenue generated by the Collections function and (2) the number of delinquent accounts managed over the same period of time. Subtract the amount

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Collections Revenue per Account

Benchmarks & Characteristics of High Performers



Collections Revenue per Account

Total Collections Revenue Generated / Number of Delinquent Accounts Managed



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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