

# Collections Revenue per Collections Agent

*Benchmarks, Definition & Measurement Details*

**SAMPLE  
CONTENT & DATA**



# Collections Revenue per Collections Agent

Definition & Measurement Details



## What is Collections Revenue per Collections Agent?

The total revenue generated (amount collected minus any amount paid back to original creditor) by the Collections function over a certain period of time divided by the number of collections agents working for the company.

## Why should this KPI be measured?

Collections Revenue per Collections Agent measures the total revenue generated (amount collected minus any amount paid back to the original creditor) by the Collections function over a certain period of time to

## 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 collections agents working for the company. The amount paid back to

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# Collections Revenue per Collections Agent

Benchmarks & Characteristics of High Performers



## Collections Revenue per Collections Agent

Total Collections Revenue Generated / Number of Collections Agents



### 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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