

# Customer Average Interruption Duration Index (CAIDI)

*Benchmarks, Definition & Measurement Details*

**SAMPLE  
CONTENT & DATA**



# Customer Average Interruption Duration Index (CAIDI)

Definition & Measurement Details



## What is Customer Average Interruption Duration Index (CAIDI)?

The total number of minutes in which a customer's service is interrupted divided by the number of customer interruptions that occurred during the measurement period.

## Why should this KPI be measured?

Customer Average Interruption Duration Index (CAIDI) measures the average length of a sustained customer interruption during the measurement period. A relatively high value for this metric is typically

## How is this KPI calculated?

Two values are used to calculate this KPI: (1) the total number of minutes in which the company's customers experience service interruptions, and (2) the total number of interruptions that occurred during

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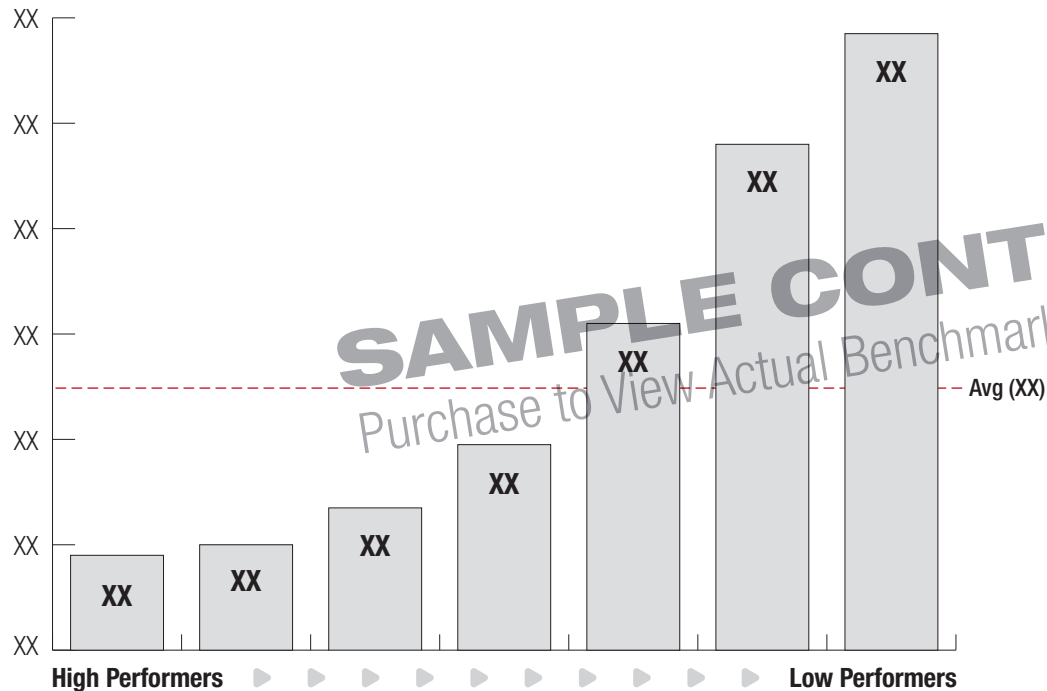
# Customer Average Interruption Duration Index (CAIDI)

Benchmarks & Characteristics of High Performers



## Customer Average Interruption Duration Index (CAIDI)

(Total Duration of Customer Service Interruptions / Total Number of Customers Interrupted) \*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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