Teller Transaction Cycle Time

Benchmarks, Definition & Measurement Details

SAMPLE CONTENT & DATA

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Teller Transaction Cycle Time

Definition & Measurement Details

What is Teller Transaction Cycle Time?

The average amount of time, measured in seconds, required for a customer to complete a transaction with a branch teller, from the time the transaction begins until the transaction is completed. Common transactions carried out by tellers include deposits, withdrawals, wire transfers and money orders.

Why should this KPI be measured?

Teller Transaction Cycle Time measures the overall efficiency of the retail branch's teller staff, as well as the bank's front office transaction processing methods. Transactions processed by tellers are generally

How is this KPI calculated?

Two values are used to calculate this KPI: (1) the total amount of time that tellers spend performing transactions within the retail branch, and

ABRIDGED CONTENT
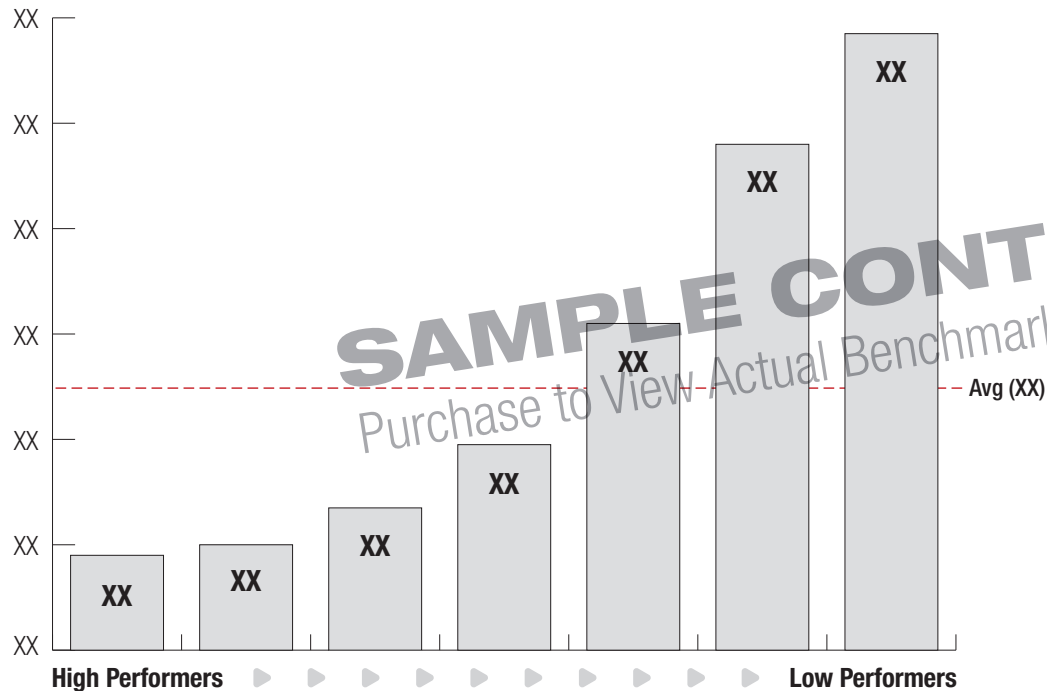Purchase to View Full Definition & Measurement Details!

Teller Transaction Cycle Time

Benchmarks & Characteristics of High Performers

Teller Transaction Cycle Time

Amount of Time Spent Performing Teller Transactions / Number of Teller Transactions Completed

SAMPLE CONTENT
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- - - Avg (XX)

High Performers ▶ ▶ ▶ ▶ ▶ ▶ ▶ ▶ ▶ ▶ Low Performers

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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