

Teller Transaction Cycle Time

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



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 (2) the number of transactions processed by tellers within the branch over

ABRIDGED CONTENT
Purchase to View Full Definition & Measurement Details!

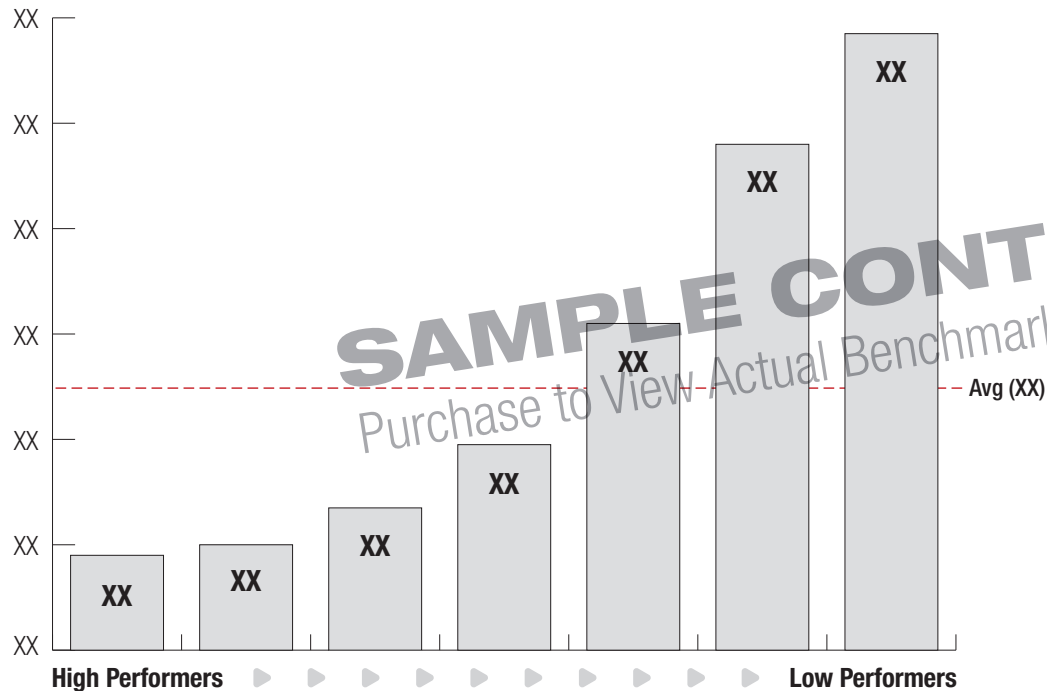
Teller Transaction Cycle Time

Benchmarks & Characteristics of High Performers



Teller Transaction Cycle Time

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



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.

Benchmarking Report Terms & Conditions

OpsDog KPI Reports



© 2017 OpsDog, Inc.

The OpsDog KPI Reports and their contents are protected by copyright laws, contain the trademark OpsDog, Inc., and are OpsDog's proprietary information. No part of this book shall be reproduced, stored in a retrieval system, or transmitted by any means, electronic, mechanical, photocopying, recording or otherwise, without written permission from OpsDog, Inc.

OpsDog, Inc. assumes no liability with respect to the use of the information contained herein which is provided "as is" and there are no warranties of any kind provided by OpsDog with respect to this report. OpsDog assumes no responsibility for errors or omissions and will not be liable for any damages resulting from the use of the information contained herein.

OpsDog, Inc.

1502 Augusta Dr., Suite 200

Houston, TX 77057

Tel: 844-650-2888