

# Hold Time as a Percentage of Total Handle Time

*Benchmarks, Definition & Measurement Details*

**SAMPLE  
CONTENT & DATA**



# Hold Time as a Percentage of Total Handle Time

Definition & Measurement Details



## What is Hold Time as a Percentage of Total Handle Time?

The amount of time that customers wait on hold divided by the total amount of time representatives spent handling customer calls over the same period of time, as a percentage.

## Why should this KPI be measured?

Hold Time as a Percentage of Total Handle Time measures the amount of time that customers wait on hold in relation to the total amount of time representatives spent handling customer calls over the same period.

## How is this KPI calculated?

Two values are used to calculate this KPI: (1) the total number of seconds that customers wait on hold during the course of a call during a certain period of time, and (2) the total number of seconds that representatives spent

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# Hold Time as a Percentage of Total Handle Time

Benchmarks & Characteristics of High Performers



## Hold Time as a Percentage of Total Handle Time

(Number of Seconds Customers Spend on Hold / Total Amount of Time Spent Handling Customer Calls) \* 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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