Benchmarks, Definition & Measurement Details





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.

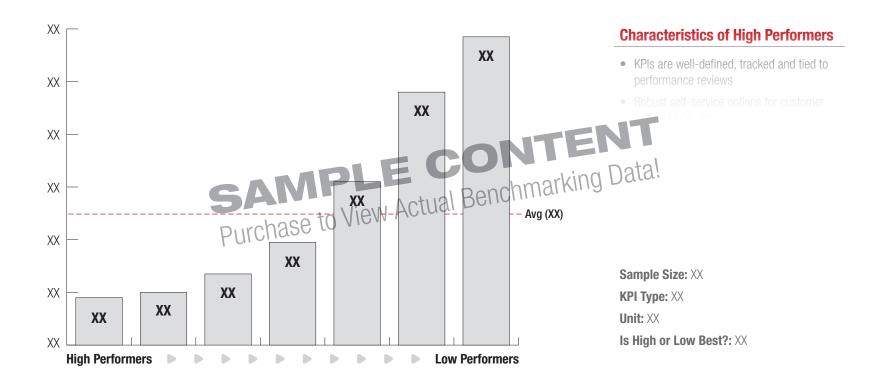


Benchmarks & Characteristics of High Performers



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



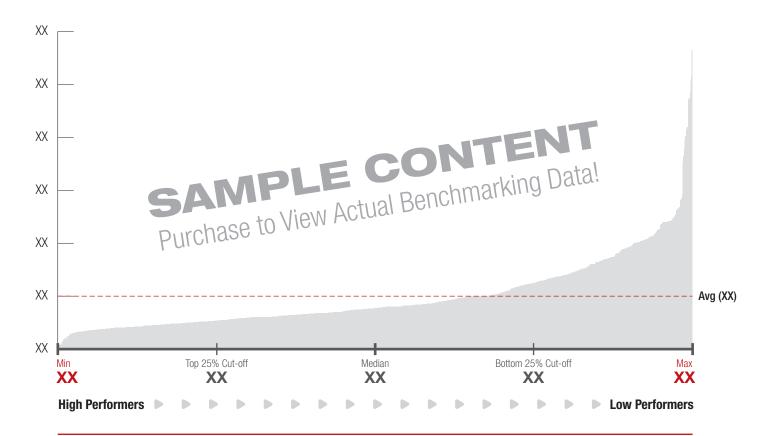
How to read this chart: This chart summarizes the performance gaps between high (Top 5%), mid (Median) and low (Bottom 5%) performers for this Key Performance Indicator (KPI). For example, the column labeled "Top 5%" represents a company that outperformed 95% of the peer group observed for this metric.

Benchmarks & "Long Tail" Analysis



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



How to read this chart: This chart plots all values within the observed population for this KPI. This chart can be useful in analyzing the upper and lower boundaries (i.e., minimum/maximum values) and the amount of the population that falls above/below the average for the KPI, among other things.

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