IVR/VRU Containment Rate

Benchmarks, Definition & Measurement Details





IVR/VRU Containment Rate

Definition & Measurement Details

opsdog-kpi-report.ivrvru-containment-rate.Sample



What is IVR/VRII Containment Rate?

The number of incoming calls that are handled completely by the IVR/VRU system without assistance from a live representative divided by the total number of incoming calls over the same period of time, as a percentage.



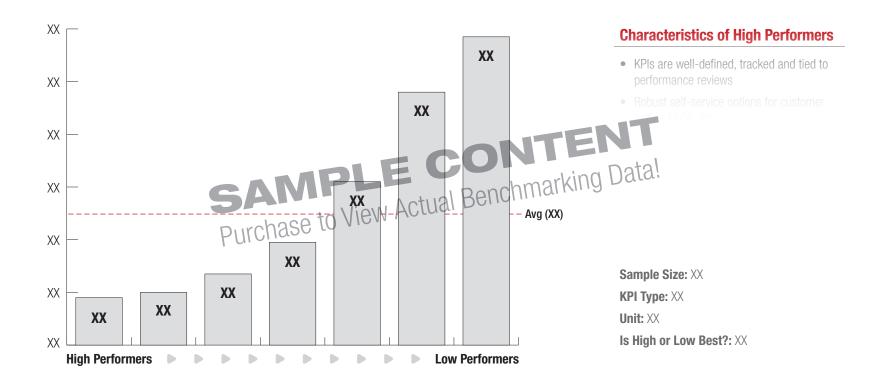
IVR/VRU Containment Rate

Benchmarks & Characteristics of High Performers



IVR/VRU Containment Rate

(Number of Calls Resolved within IVR or VRU System / Total Number of Inbound 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.

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