

Occupancy Rate

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



Occupancy Rate

Definition & Measurement Details



What is Occupancy Rate?

The amount of time (typically measured in seconds) that a call center representative spends handling calls as a percentage of the total amount of time that the call center representative is logged in and available to answer calls over the same period of time.

Why should this KPI be measured?

This KPI measures the productivity of call center representatives and the efficiency of call handling practices. Low values for this metric is indicative of poor representative training, poor call routing practices, and

How is this KPI calculated?

Two values are used to calculate this KPI: (1) the amount of time (in seconds) that call center representatives spend handling calls, and (2) the total amount of time that call center representatives are logged in and

ABRIDGED CONTENT
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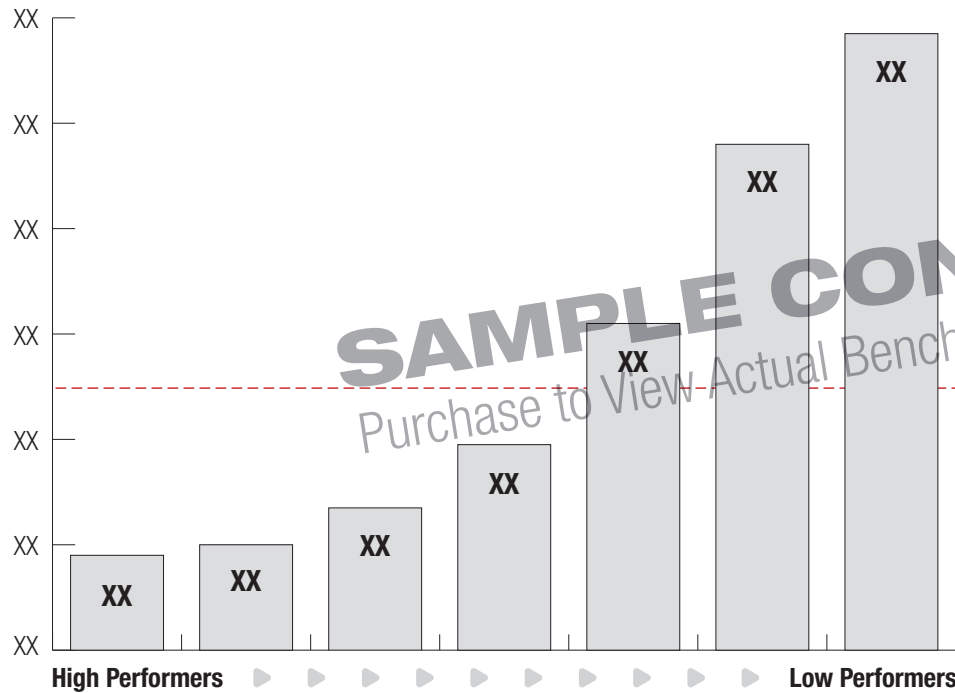
Occupancy Rate

Benchmarks & Characteristics of High Performers



Occupancy Rate

(Amount of Time Representatives Spend Handling Calls/Total Amount of Time Representatives are Logged in and Available to Answer 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.

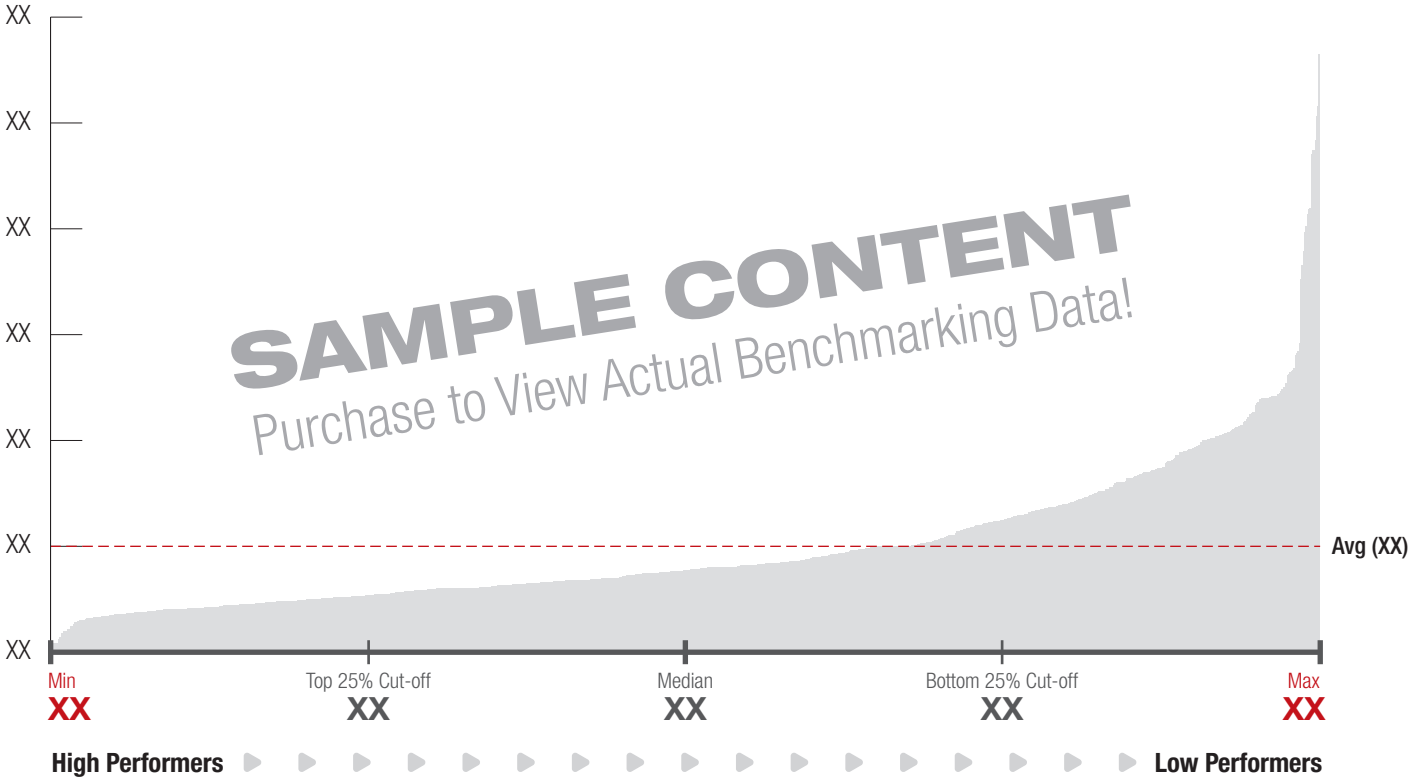
Occupancy Rate

Benchmarks & “Long Tail” Analysis



Occupancy Rate

(Amount of Time Representatives Spend Handling Calls/Total Amount of Time Representatives are Logged in and Available to Answer 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.

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OpsDog, Inc.

1502 Augusta Dr., Suite 200

Houston, TX 77057

Tel: 844-650-2888