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**The OpsDog Human Resources Benchmarking Report**

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Report Details & Methodology

The OpsDog Human Resources Benchmarking Report

More than 1,300 KPI values (i.e., data points) were analyzed to produce benchmarks for the 31 KPIs included in this report.¹

Data Range: 2012-2017
Region(s) Included: United States, Canada, Europe, Asia, South America

The benchmarks included in this report were found to be comparable across companies of varying sizes (i.e., number of employees, total revenue) and industry segments. Benchmarks with notable differences across industries include industry average call-outs.

Methodology: Data Collection & Validation

1. Gather
OpsDog’s analysis team aggregates data collected through traditional consulting engagements and targeted research.

2. Refine
Aggregated data is standardized, categorized and run through multiple validation checkpoints prior to being stored in our database.

3. Package
We analyze and compile comparable data, then package our findings in the form of benchmarking reports and data sets.

Looking for customized research and analysis? Contact our research team. P: 844.650.2888 E: info@opsdog.com

Note:
¹ The sample size of the observed data varies for each KPI.
Recruiting & Hiring

The Recruiting and Hiring Group attracts, screens and selects talent for open positions within the company. The group identifies vacancies, develops position descriptions, formulates a strategic recruitment plan, reviews applicants and, finally, selects individuals to be hired. Upon selection of a new candidate, the recruiting and hiring group will provide an offer and handle any subsequent negotiation.
Job Acceptance Rate
Definition & Measurement Details

What is Job Acceptance Rate?
The number of job offers accepted divided by the total number of job offers extended over the same period of time, as a percentage.

Why should this KPI be measured?
Job Acceptance Rate measures the number of job offers accepted in relation to the total number of job offers extended over the same period of time, which provides valuable insights into the efficiency and attractiveness of the hiring process.

How is this KPI calculated?
Two values are used to calculate this KPI: (1) the number of job offers accepted by candidates, and (2) the total number of job offers extended. The formula is: (Number of Offers Accepted / Total Number of Offers Extended) * 100.

Related KPIs

ABRIDGED CONTENT
Purchase to View Full Definition & Measurement Details!
Job Acceptance Rate

Benchmarks & Characteristics of High Performers

Job Acceptance Rate
(Number of Offers Accepted / Total Number of Offers Extended) * 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.

Characteristics of High Performers

• KPIs are well-defined, tracked and tied to performance reviews
• Robust self-service options for customer (online FAQs, etc.)
• Agents cross-trained to handle and resolve multiple call types
• KPIs are well-defined, tracked and tied to agent performance reviews

Sample Size: XX
KPI Type: XX
Unit: XX
Is High or Low Best?: XX

SAMPLE CONTENT
Purchase to View Actual Benchmarking Data!