# Percentage of Outbound Calls Resulting in Promise to Pay

*Benchmarks, Definition & Measurement Details*






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# Percentage of Outbound Calls Resulting in Promise to Pay

*Definition & Measurement Details*

## What is Percentage of Outbound Calls Resulting in Promise to Pay?

The number of outbound calls to customers resulting in a promise to pay (PTP) divided by the total number of outbound right party contacts (RPCs) made by collectors over the same period of time, as a percentage. Includes accounts at all stages of collections (i.e., early to late stage).

## Why should this KPI be measured?

Percentage of Outbound Calls Resulting in Promise to Pay measures the number of outbound calls to customers resulting in a promise to pay (PTP), in relation to the total number of outbound right party contacts

## How is this KPI calculated?

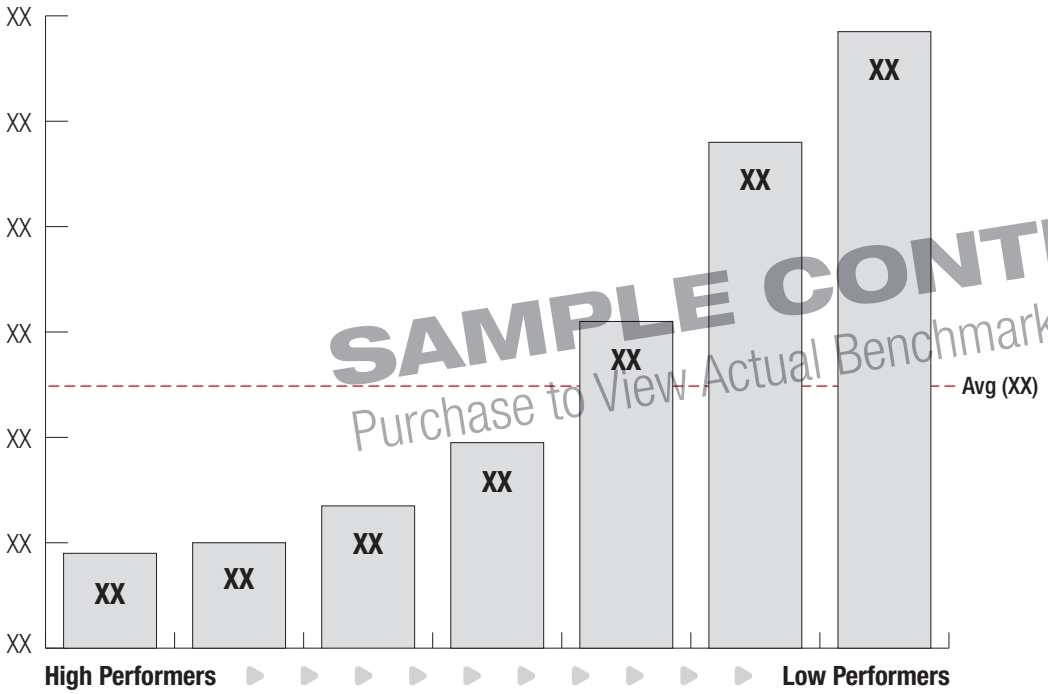
Two variables are used to calculate this KPI: (1) the number of outbound calls to customers that result in a promise to pay (PTP), and (2) the total number of outbound right party contacts made by collectors over the

# Percentage of Outbound Calls Resulting in Promise to Pay

*Benchmarks & Characteristics of High Performers*

## Percentage of Outbound Calls Resulting in Promise to Pay

*(Outbound Calls Resulting in Promise to Pay / Total Right Party Contacts Made) * 100*






### Characteristics of High Performers

- KPIs are well-defined, tracked and tied to performance reviews
- Robust self-service options for customer [illegible]

**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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