

# Schedule Adherence

*Benchmarks, Definition & Measurement Details*

**SAMPLE  
CONTENT & DATA**



# Schedule Adherence

## Definition & Measurement Details



### What is Schedule Adherence?

The amount of time that call center representatives spend handling calls, available to handle calls (i.e., in the call queue) or performing other work-related tasks (e.g., training, coaching, approved meetings, etc.) as a percentage of total scheduled work time over the same period of time.

### Why should this KPI be measured?

Call Center Schedule Adherence measures a call center's discipline in following defined schedules over a certain period of time. For example, call center representatives may be required to be performing

### How is this KPI calculated?

Two values are used to calculate this KPI: (1) the amount of time that call center representatives (a group of representatives, or a single representative) spend on approved tasks, and (2) the total

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# Schedule Adherence

Benchmarks & Characteristics of High Performers



## Schedule Adherence

(Amount of Time Representatives are Performing Core Work-Related Tasks / Total Scheduled Work Time) \* 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.

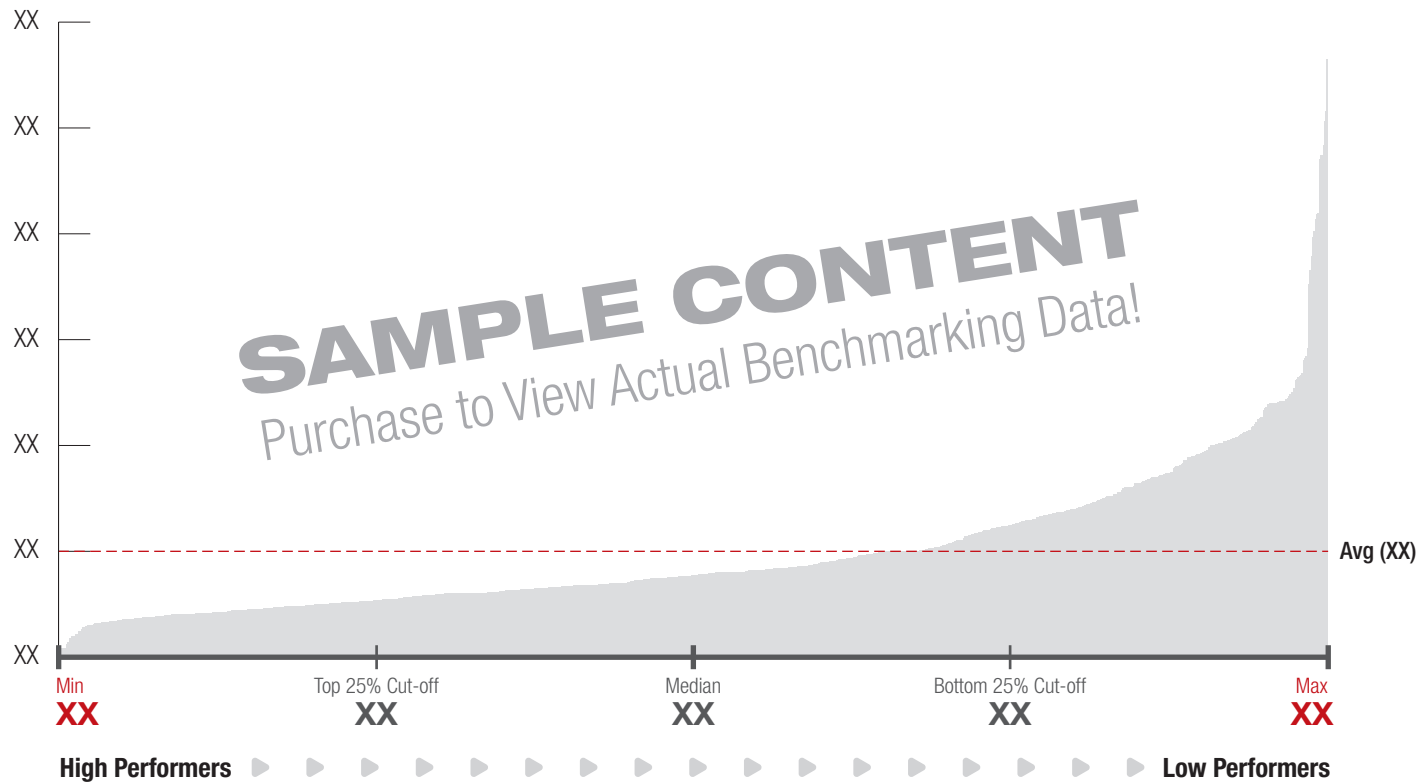
# Schedule Adherence

Benchmarks & "Long Tail" Analysis



## Schedule Adherence

*(Amount of Time Representatives are Performing Core Work-Related Tasks / Total Scheduled Work Time) \* 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