OpsDog KPI Reports

Call Center Shrinkage Due to Coaching

Benchmarks, Definition & Measurement Details





www.opsdog.com | info@opsdog.com | 844.650.2888

2017 Edition

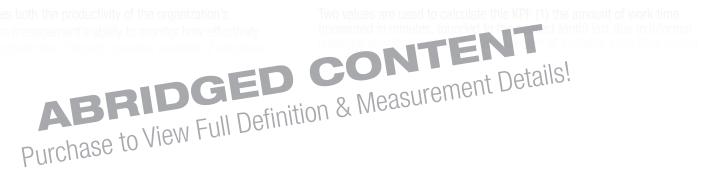
Call Center Shrinkage Due to Coaching

Definition & Measurement Details



What is Call Center Shrinkage Due to Coaching?

The number of minutes that call center representatives spend off the phone and unavailable to accept calls as a result of being coached by managers as a percentage of the total amount of time scheduled for work over the same period of time.



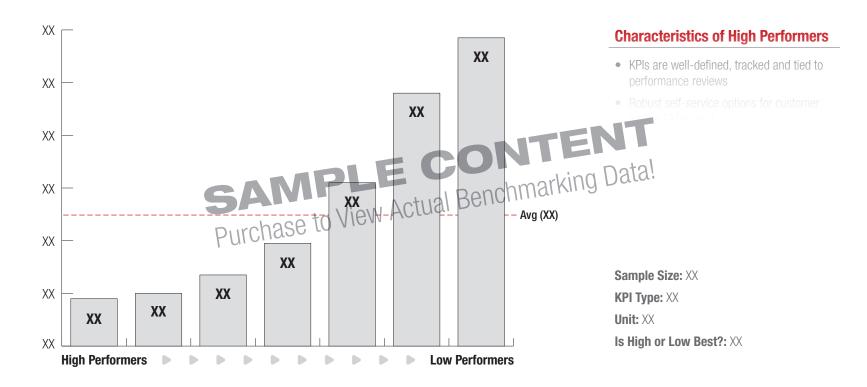
Call Center Shrinkage Due to Coaching

Benchmarks & Characteristics of High Performers



Call Center Shrinkage Due to Coaching

((Sum of Work Time Lost Due To Coaching) / Total Available Work Time) *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.

opsdog-kpi-report.shrink-time-due-to-coaching.Sample

2

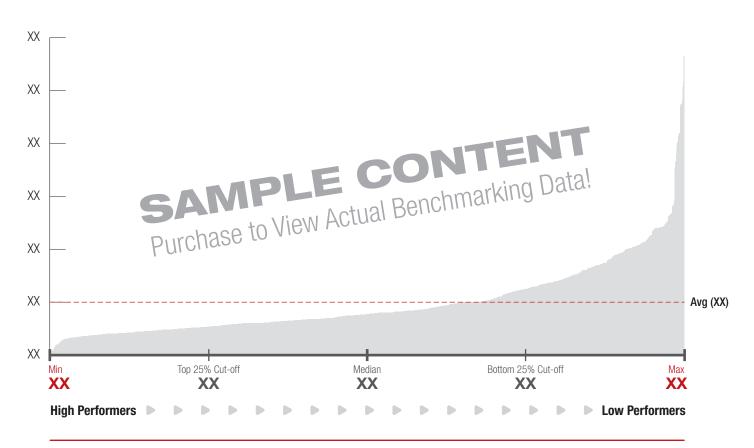
Call Center Shrinkage Due to Coaching

Benchmarks & "Long Tail" Analysis



Call Center Shrinkage Due to Coaching

((Sum of Work Time Lost Due To Coaching) / Total Available 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.

3

OpsDog KPI Reports



© 2017 OpsDog, Inc.

The OpsDog KPI Reports and their contents are protected by copyright laws, contain the trademark OpsDog, Inc., and are OpsDog's proprietary information. No part of this book shall be reproduced, stored in a retrieval system, or transmitted by any means, electronic, mechanical, photocopying, recording or otherwise, without written permission from OpsDog, Inc.

OpsDog, Inc. assumes no liability with respect to the use of the information contained herein which is provided "as is" and there are no warranties of any kind provided by OpsDog with respect to this report. OpsDog assumes no responsibility for errors or omissions and will not be liable for any damages resulting from the use of the information contained herein.

OpsDog, Inc.

1502 Augusta Dr., Suite 200 Houston, TX 77057 Tel: 844-650-2888