

Call Center Shrinkage Due to Coaching

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



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.

Why should this KPI be measured?

This metric measures both the productivity of the organization's workforce, as well as management's ability to monitor how effectively employees are using their time. Through regular analysis of employees

How is this KPI calculated?

Two values are used to calculate this KPI: (1) the amount of work time (measured in minutes, rounded to the nearest tenth) lost due to informal coaching sessions, and (2) the total amount of available work time across

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Call Center Shrinkage Due to Coaching

Benchmarks & Characteristics of High Performers



Call Center Shrinkage Due to Coaching

$((\text{Sum of Work Time Lost Due To Coaching}) / \text{Total Available Work Time}) * 100$



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.

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OpsDog, Inc.

1502 Augusta Dr., Suite 200

Houston, TX 77057

Tel: 844-650-2888