

Call Center Shrinkage Due to Meetings

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



Call Center Shrinkage Due to Meetings

Definition & Measurement Details



What is Call Center Shrinkage Due to Meetings?

The number of minutes that call center representatives spend off the phone and unavailable to accept calls as a result of attending meetings 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 shrinkage, and (2) the total amount of

ABRIDGED CONTENT
Purchase to View Full Definition & Measurement Details!

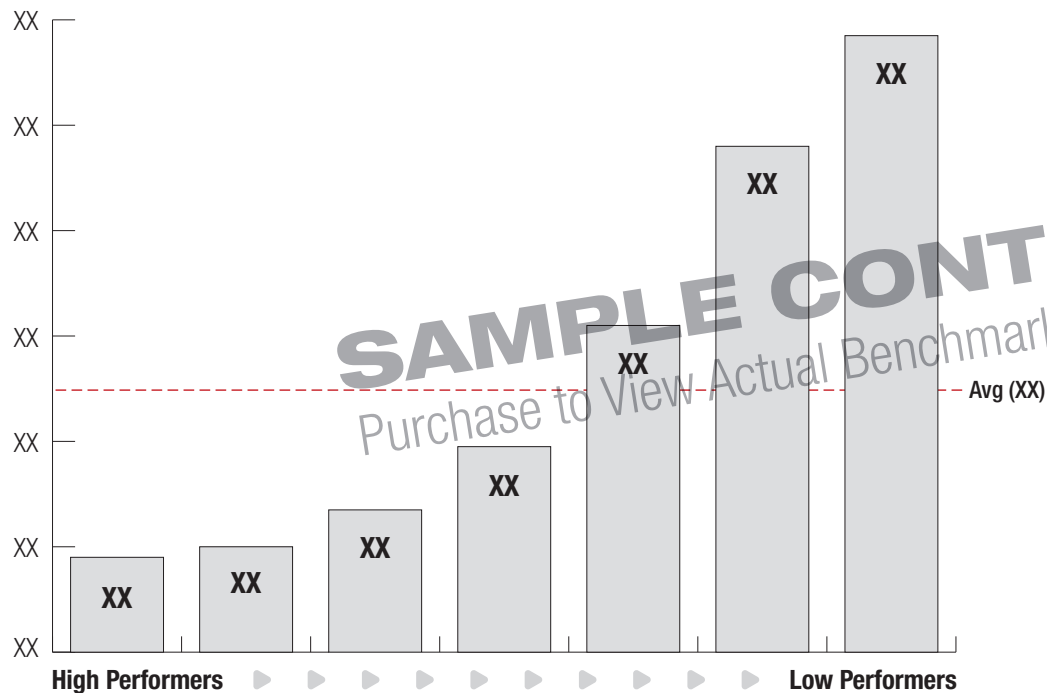
Call Center Shrinkage Due to Meetings

Benchmarks & Characteristics of High Performers



Call Center Shrinkage Due to Meetings

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



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.

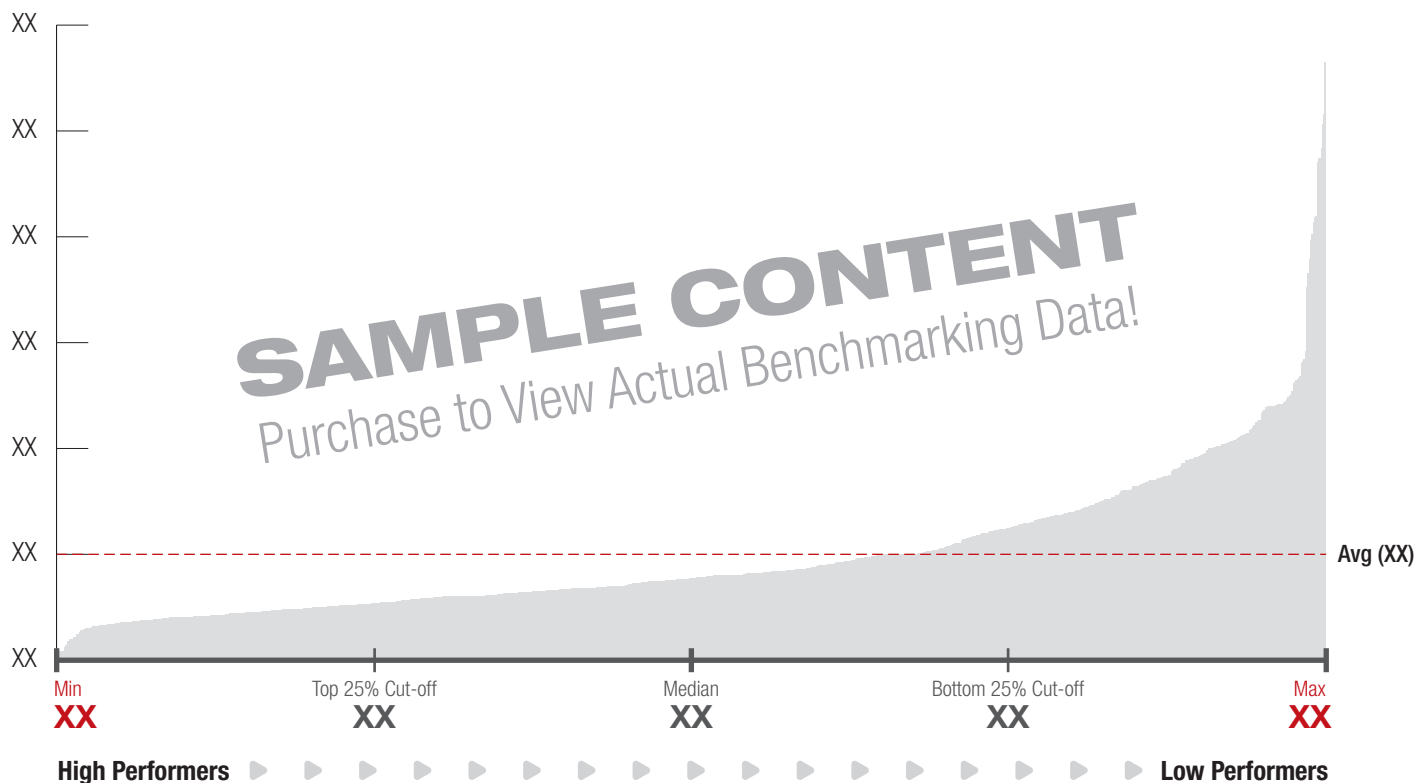
Call Center Shrinkage Due to Meetings

Benchmarks & "Long Tail" Analysis



Call Center Shrinkage Due to Meetings

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



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.

Benchmarking Report Terms & Conditions

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