

Call Center Shrinkage Due to Offline Activities

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



Call Center Shrinkage Due to Offline Activities

Definition & Measurement Details



What is Call Center Shrinkage Due to Offline Activities?

The number of minutes that call center representatives spend off the phone and unavailable to accept calls as a result of various offline tasks 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 granular analysis of employee

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 the performance of offline activities, and (2) the total amount of available

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