

# Call Center Shrinkage Due to Training

*Benchmarks, Definition & Measurement Details*

**SAMPLE  
CONTENT & DATA**



# Call Center Shrinkage Due to Training

## Definition & Measurement Details



### What is Call Center Shrinkage Due to Training?

The number of minutes that call center representatives spend off the phone and unavailable to accept calls as a result of training 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 approved training, and (2) the total amount of available work

**ABRIDGED CONTENT**  
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# Call Center Shrinkage Due to Training

Benchmarks & Characteristics of High Performers



## Call Center Shrinkage Due to Training

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



### 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.

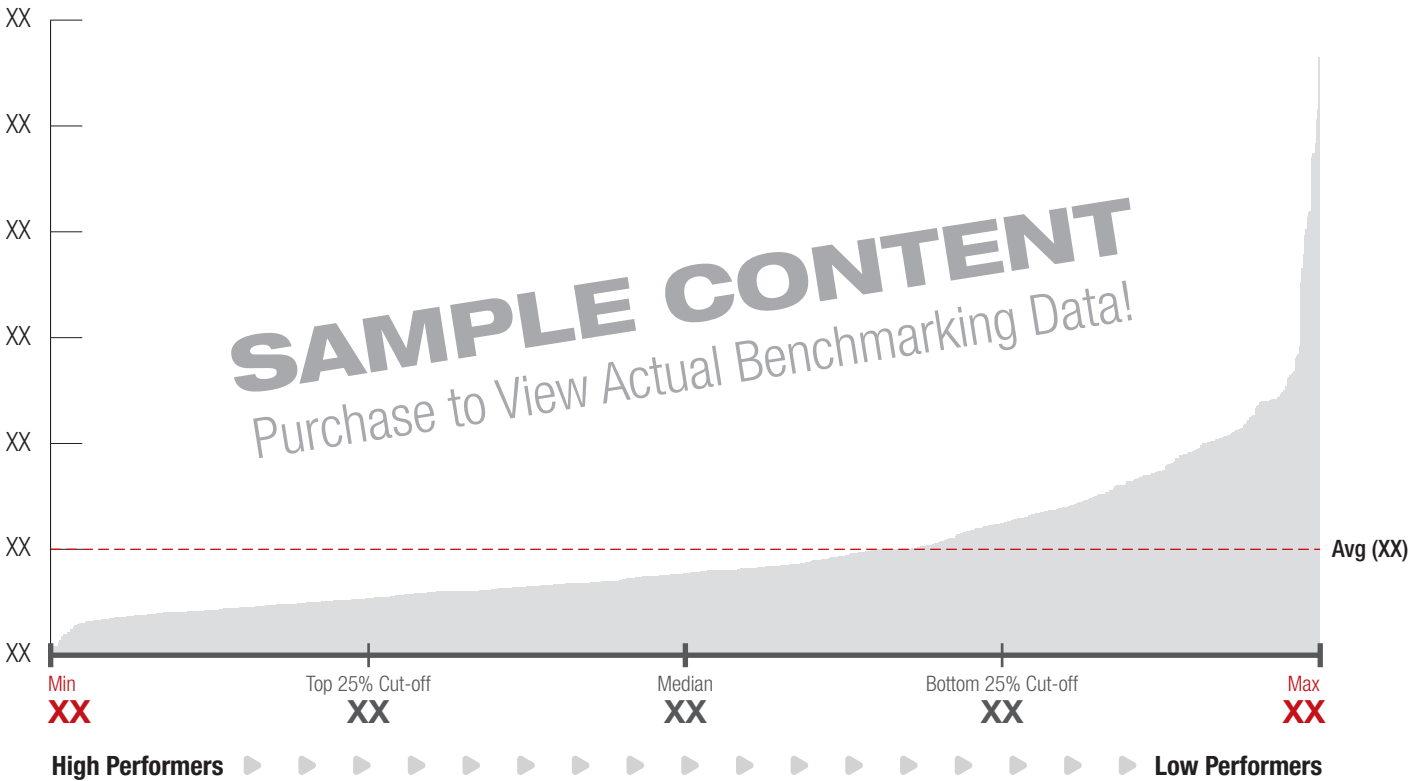
# Call Center Shrinkage Due to Training

Benchmarks & “Long Tail” Analysis



## Call Center Shrinkage Due to Training

$$\left(\frac{\text{Sum of Work Time Lost Due To Training}}{\text{Total Available Work Time}}\right) * 100$$



**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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