

Service Level (Speed of Answer)

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



Service Level (Speed of Answer)

Definition & Measurement Details



What is Service Level (Speed of Answer)?

The number of calls answered by Call Center representatives within the pre-defined speed of answer window (e.g., 80/20 service level equates to 80% of calls answered within 20 seconds) divided by the total number of calls answered (i.e., calls handled) by Call Center representatives over the same period of time, as a percentage.

Why should this KPI be measured?

This KPI measures the quality of service provided by a Call Center and the efficiency of call handling practices. A low value for this metric indicates that the Call Center is not staffed appropriately to handle

How is this KPI calculated?

Two values are used to calculate this KPI: (1) the number of calls answered by call center representatives within the predefined speed of answer window, and (2) the total number

ABRIDGED CONTENT
Purchase to View Full Definition & Measurement Details!

Service Level (Speed of Answer)

Benchmarks & Characteristics of High Performers



Service Level (Speed of Answer)

(Number of Calls Answered in Defined Speed of Answer Window / Total Number of Calls Answered by Representatives) *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.

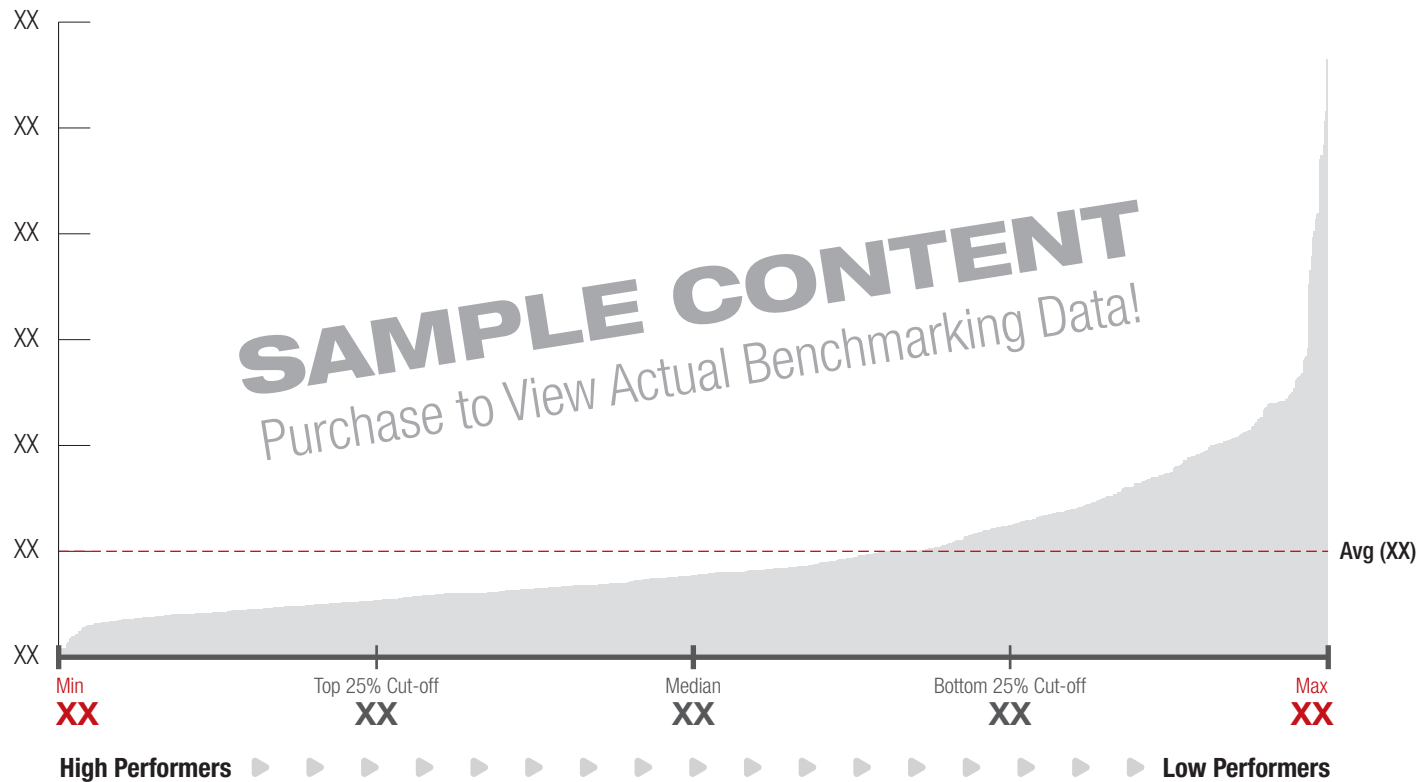
Service Level (Speed of Answer)

Benchmarks & "Long Tail" Analysis



Service Level (Speed of Answer)

(Number of Calls Answered in Defined Speed of Answer Window / Total Number of Calls Answered by Representatives) *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