Benchmarks, Definition & Measurement Details





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.

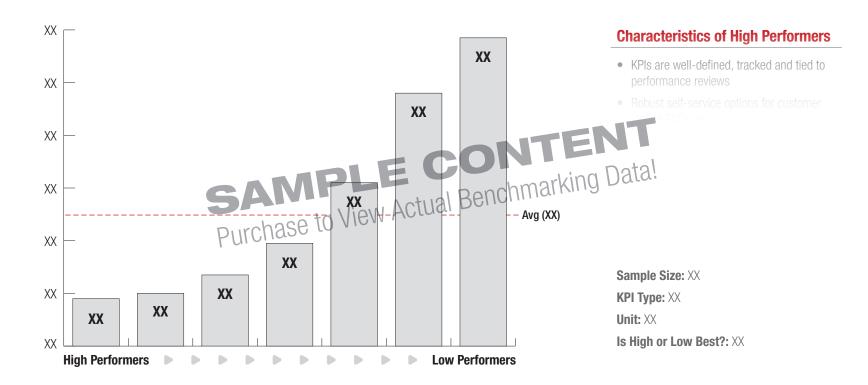


Benchmarks & Characteristics of High Performers



### **Service Level (Speed of Answer)**

(Number of Calls Answered in Defined Speed of Answer Window / Total Number of Calls Answered by Representatives) \*100



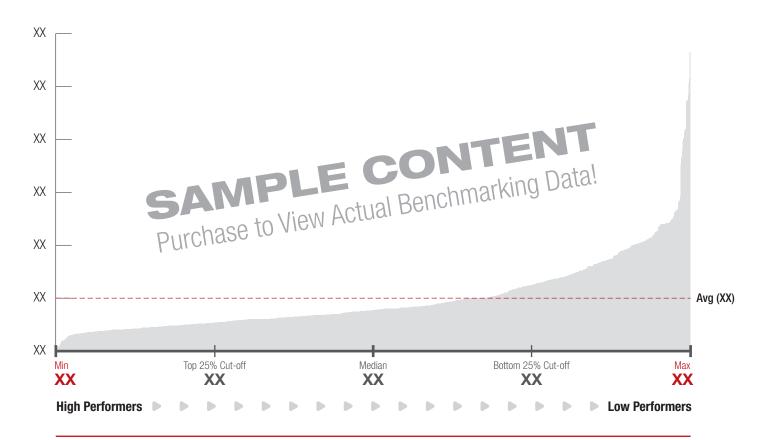
**How to read this chart:** This chart summarizes the performance gaps between high (Top 5%), mid (Median) and low (Bottom 5%) performers for this Key Performance Indicator (KPI). For example, the column labeled "Top 5%" represents a company that outperformed 95% of the peer group observed for this metric.

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.

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#### OpsDog, Inc.

1502 Augusta Dr., Suite 200 Houston, TX 77057

Tel: 844-650-2888