

Call Center Span of Control

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



Call Center Span of Control

Definition & Measurement Details



What is Call Center Span of Control?

The average number of call center representatives and front-line staff members (i.e., non-management employees) reporting to each individual call center manager. This metric should be segmented by region/office location and/or team to provide a more granular analysis.

Why should this KPI be measured?

Call Center Span of Control, or Management Span, measures the number of employees reporting to each manager (i.e., direct reports) within the call center. A low span of control typically indicates that certain

How is this KPI calculated?

Two values are used to calculate this KPI: (1) the number of non-manager call center employees (e.g., representatives, agents, support staff, etc.), and (2) the number of managers working for the organization.

ABRIDGED CONTENT
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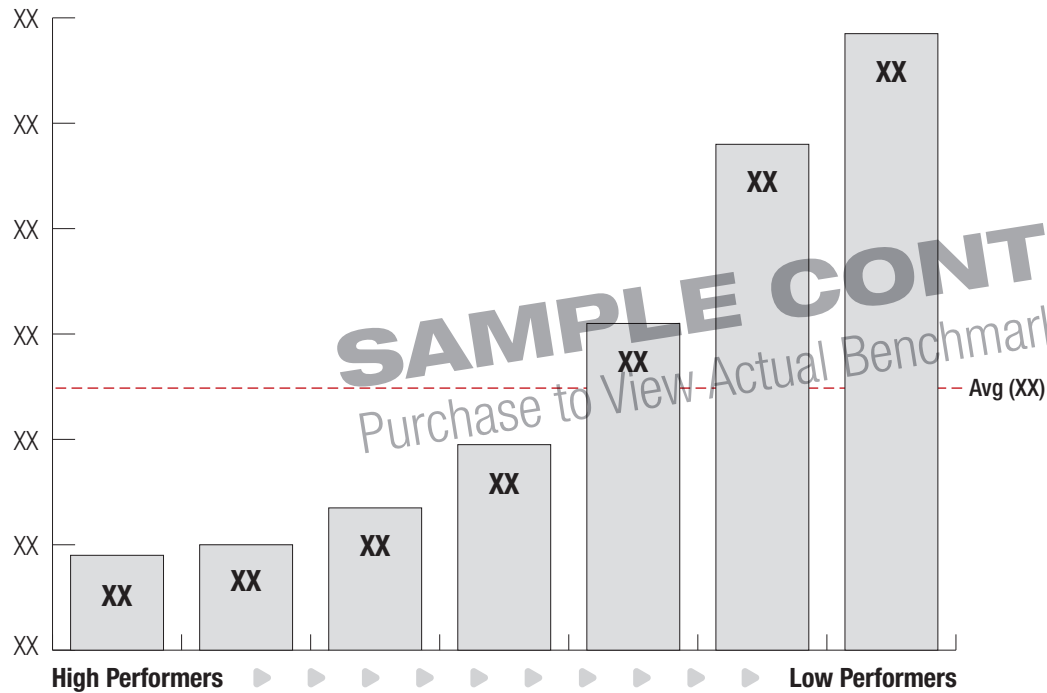
Call Center Span of Control

Benchmarks & Characteristics of High Performers



Call Center Span of Control

(Total Number of Non-Manager Call Center Employees / Number of Call Center Managers)



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.

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