

# 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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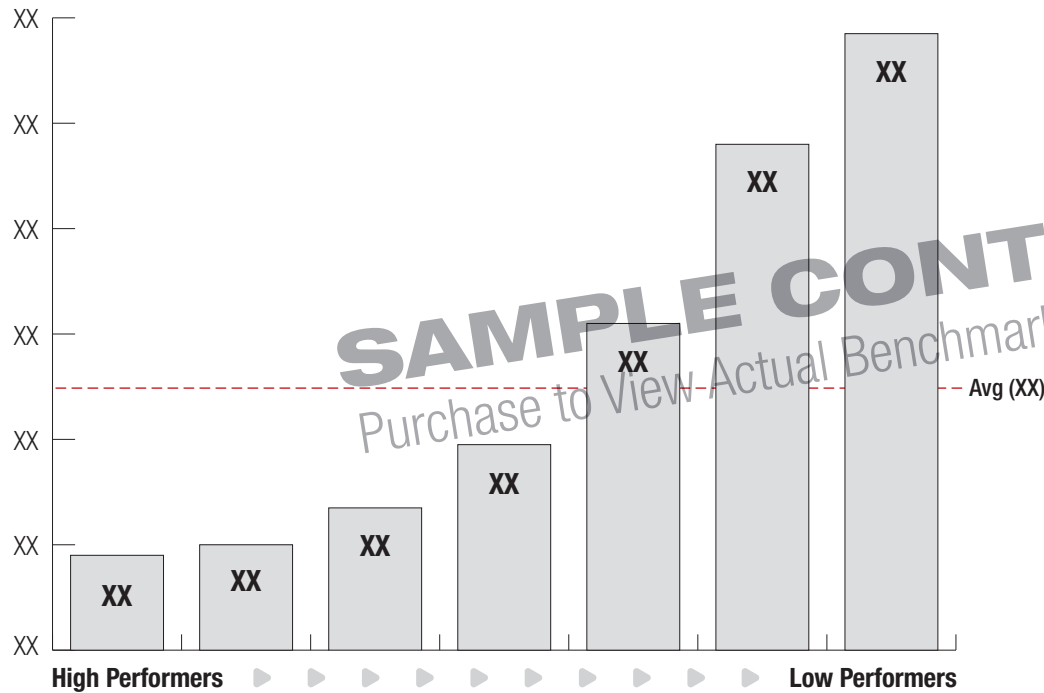
# Call Center Span of Control

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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