

Talk Time as a Percentage of Total Handle Time

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



Talk Time as a Percentage of Total Handle Time

Definition & Measurement Details



What is Talk Time as a Percentage of Total Handle Time?

The amount of time spent talking to customers (not including hold time or after-call work) divided by the total amount of time representatives spent handling customer calls over the same period of time, as a percentage.

Why should this KPI be measured?

Talk Time as a Percentage of Total Handle Time measures the amount of time spent talking to customers (not including hold time or after-call work) in relation to the total amount of time representatives spent

How is this KPI calculated?

Two values are used to calculate this KPI: (1) the number of seconds a call center representative spent on the phone talking to customers, and (2) the total amount of time spent handling customer

ABRIDGED CONTENT
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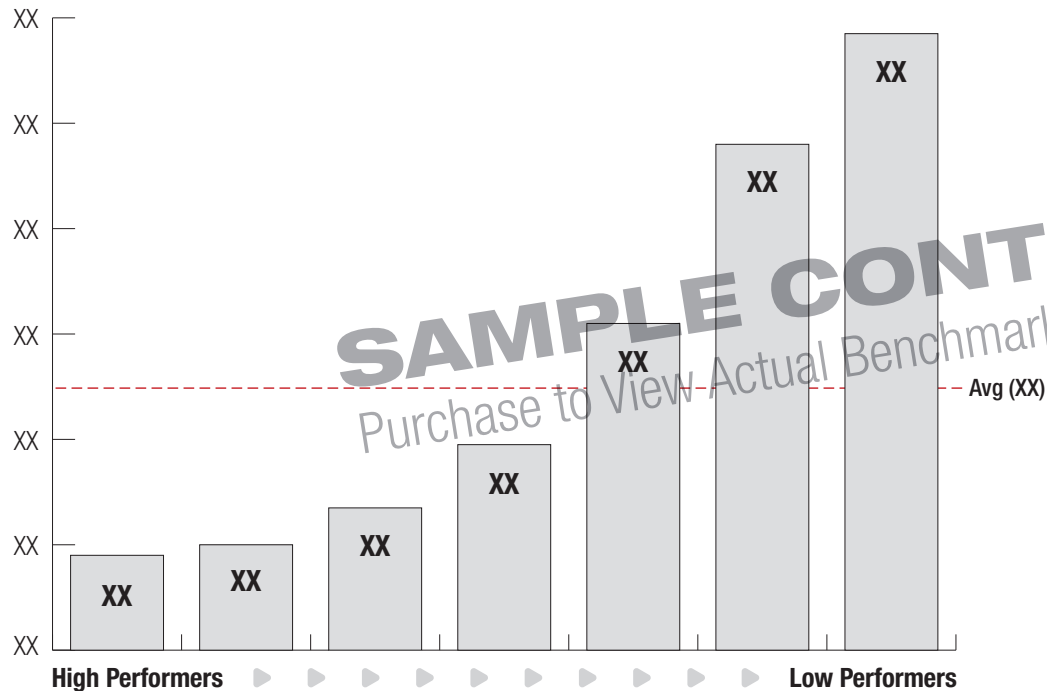
Talk Time as a Percentage of Total Handle Time

Benchmarks & Characteristics of High Performers



Talk Time as a Percentage of Total Handle Time

(Number of Seconds Representatives Spend Engaged with Caller / Total Amount of Time Spent Handling Customer Calls) * 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.

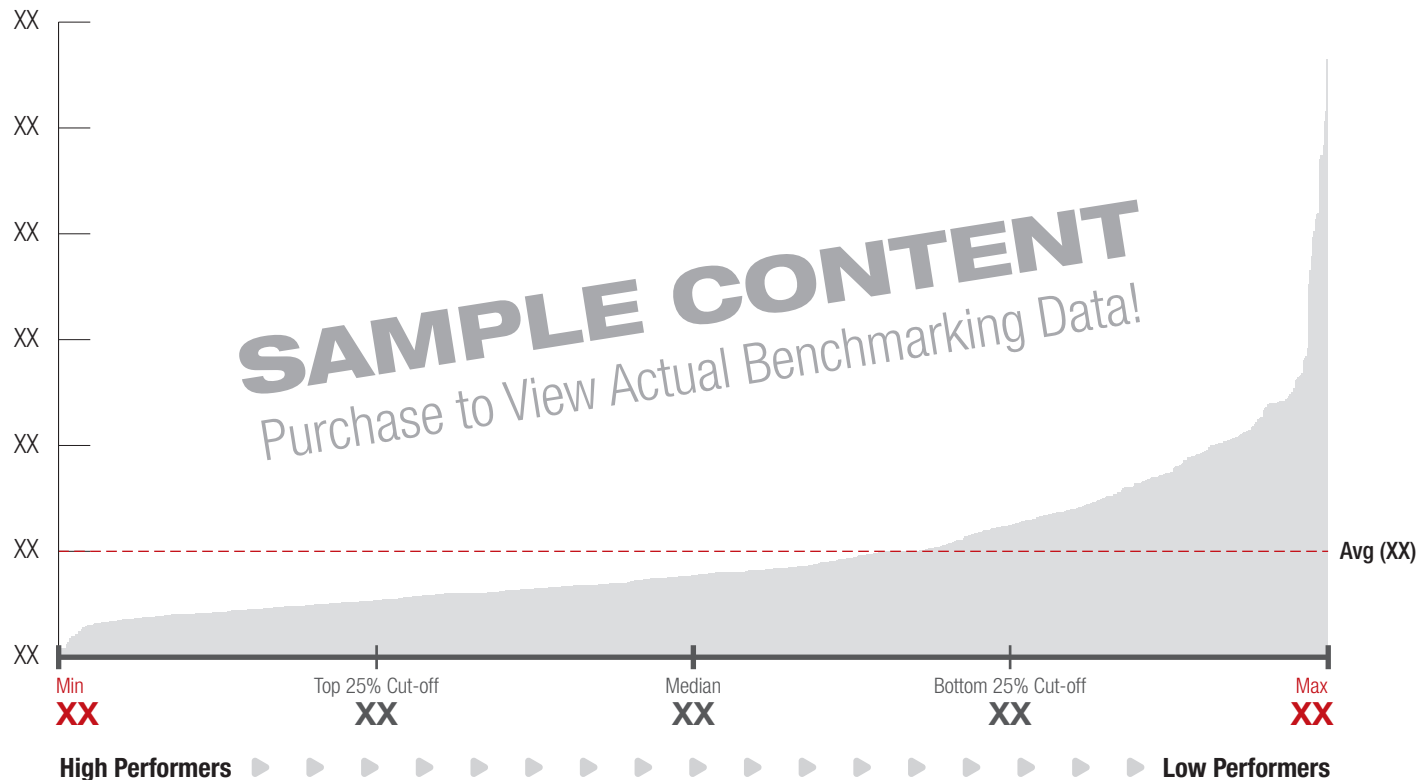
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Benchmarks & “Long Tail” Analysis



Talk Time as a Percentage of Total Handle Time

(Number of Seconds Representatives Spend Engaged with Caller / Total Amount of Time Spent Handling Customer Calls) * 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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