

Transactions Processed per Teller

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



Transactions Processed per Teller

Definition & Measurement Details



What is Transactions Processed per Teller?

The number of transactions processed by all branch tellers divided by the average number of tellers working within the retail branch(es) over the same period of time. Common transactions carried out by tellers include deposits, withdrawals, wire transfers and money orders.

Why should this KPI be measured?

Transactions Processed per Teller measures the productivity and efficiency of teller transaction processing methods within a group of retail branches, a single retail branch, a group of tellers, or an individual teller.

How is this KPI calculated?

Two values are used to calculate this KPI: (1) the total number of teller transactions completed within the branch(es), and (2) the average number of tellers working within the branch(es) over the same period of time.

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