

# Cost per Teller Transaction

*Benchmarks, Definition & Measurement Details*

**SAMPLE  
CONTENT & DATA**



# Cost per Teller Transaction

## Definition & Measurement Details



### What is Cost per Teller Transaction?

The total bank teller-related cost of completing transactions divided by the number of transactions completed by bank tellers at retail branch locations over the same period of time.

### Why should this KPI be measured?

Cost per Teller Transaction measures the total bank teller-related cost of completing transactions in relation to the number of transactions completed by bank tellers at retail branch locations over the same period.

### How is this KPI calculated?

Two values are used to calculate this KPI: (1) the total bank teller-related cost incurred through the processing of basic customer account transactions and (2) the number of transactions completed by bank tellers at retail branch locations over the same period.

**ABRIDGED CONTENT**  
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# Cost per Teller Transaction

Benchmarks & Characteristics of High Performers



## Cost per Teller Transaction

Total Teller-Related Expense / Total Number of Teller Transactions



### 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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