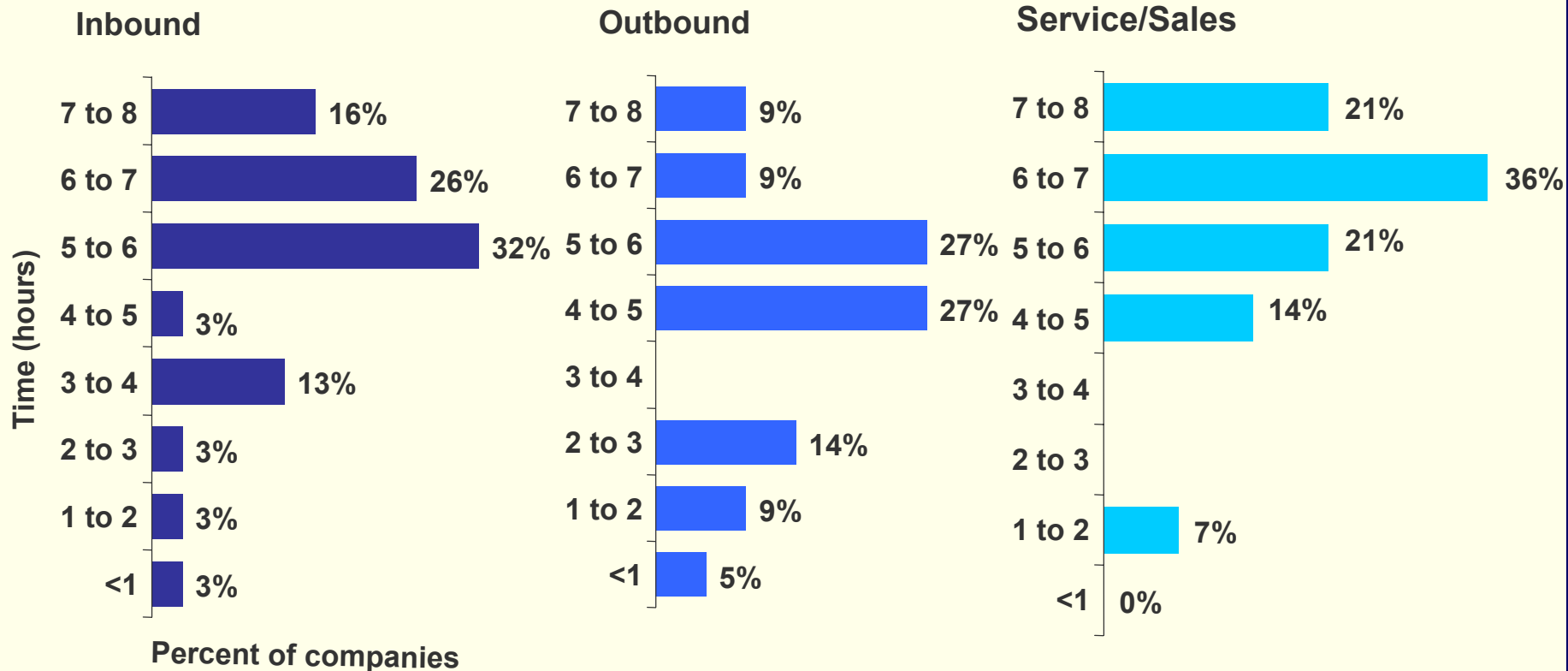


Call Handling Time

More than 70% of the benchmark class has a call handling time of greater than 4 hours. Companies that deliver desktop training find their call handling time is on the higher end: typically 5-8 hours for inbound & service/sales & 4-6 hours for outbound.

What is the average amount of time your agents spend each day handling calls?



N = 34