20 MOST USED CALL CENTER METRICS

KEY PERFORMANCE INDICATORS

1. CUSTOMER SATISFACTION

> Average Hold Time
> Average Speed of Answer
> Abandonment Rate
> SLA Adherence: Speed of Answer
> First Contact Resolution Rate
> Number of Holds per Call
> Total Number of Holds

2. OPERATIONAL EFFICIENCY

> Average Handle Time (AHT)
> Average Handle Time: After-Call Work (ACW)
> Agent Occupancy
> Transfer Rate
> Cost per Call
> Cost per Minute of Inbound Handle Time
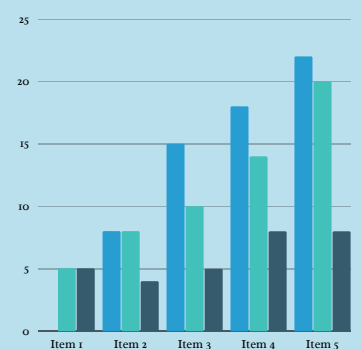
3. BUSINESS VALUE

> Average Talk Time (ATT)
> Calls Offered
> Calls Handled
> Calls Handled per Representative
> Percentage of Right Party Contacts
> Contacts per Representative
> Outbound Calls per Representative

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