

# CALL CENTER KPI GRID FOR DETERMINING THE RIGHT METRICS

Common KPIs	7 Characteristics of an Effective KPI						
	Pertinent	Focus	Accurate	Frequency	Accountability	Impact	Incentives
First Call Resolution	✓	✓	✓	✓	✓	✓	✓
Customer Satisfaction	✓	✓	✓	✓	✓	✓	✓
Customer Service QA	✓	✓	✓	✓	✓	✓	✓
Call Escalation	✓	✓	✓	✓	✓	✓	
Average Handle Time	✓	✓	✓	✓	✓	✓	
Abandon Rate	✓	✓	✓	✓		✓	
Service Level	✓	✓	✓	✓		✓	

# Metrics For It Service Management

**Guillaume Favre**

A decorative graphic element consisting of a light blue horizontal bar with a rounded right end, and a red circular glow behind it.

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