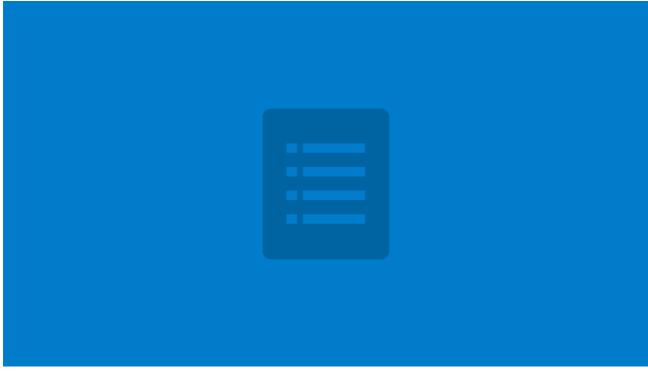
The Top Ten KPIs To Track



of Contacts Received
Track the average number of contacts handled per Service Desk analyst.
Call Talk & Hold Time
Monitor these metrics to determine the source of efficiency inadequacies.
Knowledge Sharing
Track the frequency of solution creation and the number of updates.
Turnaround Time
Assess the average time it takes Service Desk staff to acknowledge and close a ticket.
Customer Satisfaction
Regularly review the number of surveys sent versus the number of surveys completed.
First Call Resolution

Measure the percentage of incidents resolved on the first call.

Cost Per Incident Evaluate the cost of staff time and resources by incident.
Analyst Satisfaction Monitor turnover rate, volume of calls handled per analyst, and general satisfaction levels.
Recurring Incidents Watch for recurring incidents. Repeat incidents should be given high priority and resolved at the root.
of Unresolved Incidents Track this metric to ensure that unresolved incidents are managed properly. Make and Share Free Checklists checkli.com