

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.

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