

# 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

**JG Myers**



## **Metrics For It Service Management:**

## The Enigmatic Realm of **Metrics For It Service Management**: Unleashing the Language is Inner Magic

In a fast-paced digital era where connections and knowledge intertwine, the enigmatic realm of language reveals its inherent magic. Its capacity to stir emotions, ignite contemplation, and catalyze profound transformations is nothing in short supply of extraordinary. Within the captivating pages of **Metrics For It Service Management** a literary masterpiece penned with a renowned author, readers set about a transformative journey, unlocking the secrets and untapped potential embedded within each word. In this evaluation, we shall explore the book's core themes, assess its distinct writing style, and delve into its lasting affect the hearts and minds of those who partake in its reading experience.

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