

Most Effective KPI's



2017 Customer Survey of most important KPI to measure across your Contact Centre.

250 Clients with Contact Centres ranging from 10-1000 agents across different many verticles

- 1) Average Time in Queue
- 2) Customer Satisfaction
- 3) After Call Work Time
- 4) Revenue per successful call
- 5) Longest Wait Time
- 6) Number of calls / Peak Analysis (Daily, Weekly, Monthly, Yearly)
- 7) Average Handle Time
- 8) Agent Turnover

