

# The Value of Metrics

Predictive: Are we on the right path?

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Reflective: Were we successful?

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Reflective: Were we successful?

**Affirmative: Does it matter? Why?**

# First Contact Resolution

How will you define the first contact?

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When does resolution happen?

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How will you define the first contact?

When does resolution happen?

Are you planning, willing, or wanting to change?

# Measuring Results

What does the customer think?

# Measuring Results

What does the customer think?

What do our systems tell us?



# In Summary

Clearly define first contact resolution.

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Measure from multiple perspectives.

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**Do something about it.**