

First Call Resolution Rate

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



First Call Resolution Rate

Definition & Measurement Details



What is First Call Resolution Rate?

The number of inbound calls that are resolved by call center representatives on the first contact without the need for transfer or subsequent contacts as a percentage of the total number of inbound calls handled by call center representatives over the same period of time.

Why should this KPI be measured?

This KPI measures the ability of call center representatives to resolve issues upon first contact. A low value for this KPI can result in poor customer satisfaction and excessive handle times. Common root causes

How is this KPI calculated?

Two values are used to calculate this KPI: (1) the number of inbound calls that are resolved by call center representatives on the first contact, and (2) the total number of inbound calls handled over the same period.

ABRIDGED CONTENT
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First Call Resolution Rate

Benchmarks & Characteristics of High Performers



First Call Resolution Rate

(Number of Calls that are Resolved on First Contact / Total Number of Calls Handled) * 100



Characteristics of High Performers

- KPIs are well-defined, tracked and tied to performance reviews
- Robust self-service options for customer

Sample Size: XX

KPI Type: XX

Unit: XX

Is High or Low Best?: XX

How to read this chart: This chart summarizes the performance gaps between high (Top 5%), mid (Median) and low (Bottom 5%) performers for this Key Performance Indicator (KPI). For example, the column labeled "Top 5%" represents a company that outperformed 95% of the peer group observed for this metric.

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