## **OpsDog KPI Reports**

# **First Call Resolution Rate**

Benchmarks, Definition & Measurement Details





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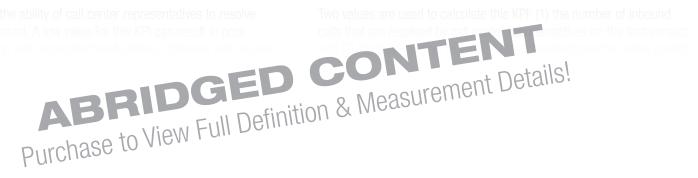
## **First Call Resolution Rate**

**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.



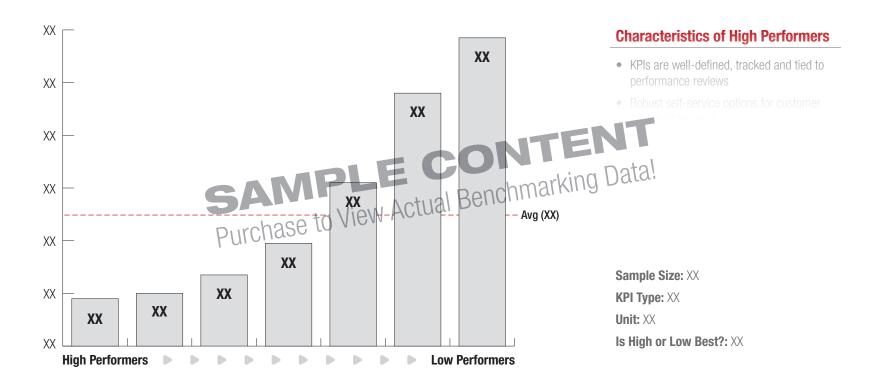
## **First Call Resolution Rate**

Benchmarks & Characteristics of High Performers



## **First Call Resolution Rate**

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



**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.

opsdog-kpi-report.first-contact-resolution-rate.Sample

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