OpsDog KPI Reports

First Call Resolution Rate

Benchmarks, Definition & Measurement Details





www.opsdog.com | info@opsdog.com | 844.650.2888

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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.



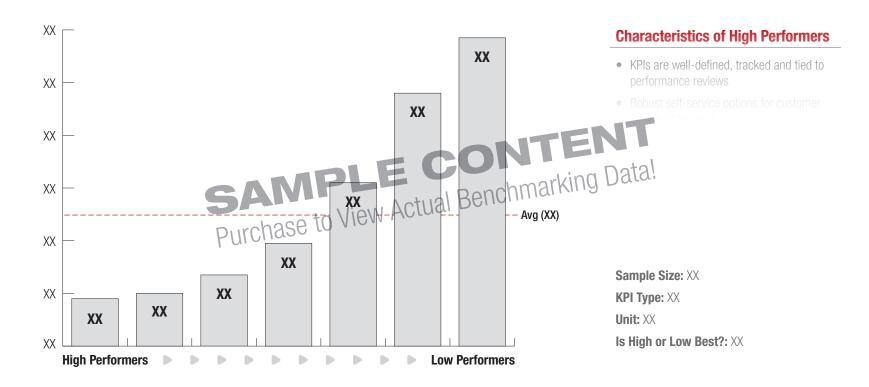
First Call Resolution Rate

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.

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OpsDog, Inc.

1502 Augusta Dr., Suite 200 Houston, TX 77057 Tel: 844-650-2888