Support Tickets Opened per Employee

Benchmarks, Definition & Measurement Details

SAMPLE
CONTENT & DATA

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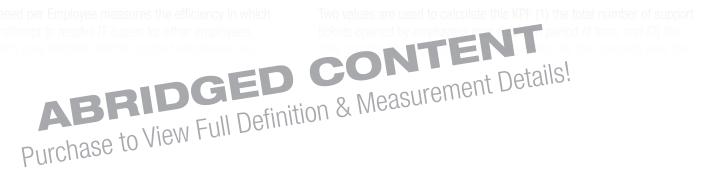
Support Tickets Opened per Employee

Definition & Measurement Details

What is Support Tickets Opened per Employee?

The total number of employee desktop support tickets opened divided by the number of employees responsible for processing and resolving support tickets over the same period of time.
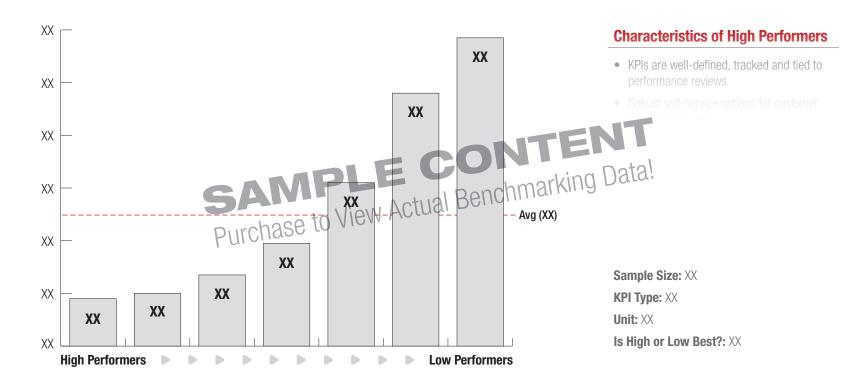
Why should this KPI be measured?

Support Tickets Opened per Employee measures the efficiency in which support employees attempt to resolve IT issues for other employees.

How is this KPI calculated?

Two values are used to calculate this KPI: (1) the total number of support tickets opened by employees over a period of time, and (2) the

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Support Tickets Opened per Employee

Benchmarks & Characteristics of High Performers

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Support Tickets Opened per Employee

Total Number of IT Support Tickets Opened / Total Number of IT Support Employees

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Avg (XX)

High Performers ▶ ▶ ▶ ▶ ▶ ▶ ▶ ▶ ▶ ▶ Low Performers

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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