

# KPIS IN CONTACT CENTERS

KPIs are quantifiable metrics that measure the performance of a business, team, or individual against strategic and operational objectives.



## THE BENEFITS OF KPIS IN CONTACT CENTERS



**CONTINUOUSLY IMPROVE**



**ENGAGE AND MOTIVATE EMPLOYEES**



**ENHANCE THE CUSTOMER EXPERIENCE**



**IDENTIFY OPPORTUNITIES FOR IMPROVEMENT**



**FACILITATE DATA-DRIVEN DECISION MAKING**

## KEY KPIS FOR CONTACT CENTERS

01

**EFFECTIVE CALLS**

02

**DROPOUT RATES**

03

**AVERAGE WAIT TIME**

04

**AVERAGE SERVICE TIME**

05

**AVERAGE TIME AFTER SERVICE**

06

**OCCUPANCY RATES**

07

**SERVICE LEVEL AGREEMENTS**

**NET PROMOTER SCORE**

08

**CALLBACK TRANSFERS**

09

**TYPIFIED CALLS**

10

**ABSENTEEISM RATES**

11

**TM WRAP UP**

12

**TURNOVER RATES**

13

**AGENT SATISFACTION**

14



By implementing and tracking relevant KPIs, businesses are positioned to meet challenges and thrive in our competitive business world.

Read our eBook where we explain each of these points in more detail and contact our team to find out more about GoContact's contact center solution.