

HDI[®] 2018

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CONNECTING
THE
WORLD
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Session 209: Metrics 101

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What are Metrics?

- Measurements
- Statistics
- Numbers
- Key Performance Indicators (KPI)
- Outcome focused



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Why Do We Care about Metrics?

- Track and trend performance over time
- Benchmark performance
- Identify strengths and weaknesses in the Service Desk
- Find underlying drivers of performance gaps
- Define actions to improve performance
- Establish performance goals for both individuals and the Service Desk overall
- Upper management cares
- We can't manage what we do not know or understand



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Which Metrics Should I Track?

- Every company, department, team is different
- Maturity matters
- Metrics can be manipulated
- Balanced view
- Productivity, Effectiveness, Satisfaction
- Quality over quantity



This session will discuss many different metrics

- Not all will be used by everyone
- Basic understanding

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Staffing

- Mean Time to Resolve (MTTR)
- Number of incidents
- Total man hours
- Required Work Hours (RWH)
- Available Work Hours (AWH)
- Gross Staffing Number (GSN)



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Performance and Productivity

- Utilization
- Inbound Contacts per Agent per Month
- Outbound Contacts per Agent per Month
- First Contact Resolution Rate (Also Customer Satisfaction)
- First Response Time
- Call Quality (through monitoring)
- Agent Training Hours
- Agent Tenure



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Automatic Call Distribution

- Average Speed of Answer (ASA)
- Average Handle Time (AHT)
- Abandon Rate (Short and Long)
- Service Level (SL)
- Average Wait Time (AWT)
- Calls in Queue
- Availability
- Agent Occupancy



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Satisfaction

- Customer Satisfaction
 - Customer Satisfaction (CSAT)
 - Net Promoter Score (NPS)
 - Customer Effort Score (CES)
 - First Contact Resolution (FCR)
- Employee Satisfaction
 - Employee surveys
 - Gallup Q12
 - Suggestion box
 - Forums
 - Annual agent turnover (Also Cost)



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Cost

- Cost Per Contact
- Total Cost of Ownership (TCO)
- Cost Per Tier
- Cost Per Minute of Inbound Contact Time
- Net Level 1 Resolution



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Other Metrics

- Pareto Chart (80% Rule)
- Work in Progress (WIP)
- Defects (Errors)
- Defect Resolution Rate
- Return on Investment (ROI)
- Call Avoidance
- Mean Time to Repair (MTR)
- Time to Resolution (TTR)
- Service Level Compliance



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Doing the Math



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Contact me if I can be of
assistance!

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***Thank you for attending
this session.***

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