Top IT Service KPIs to Measure

1. **Cost Per Contact**
   A foundational metric for measuring total cost to deliver workplace services.

2. **Customer Satisfaction**
   Often consists of values such as Average Speed of Answer and Call Quality.

3. **Agent Utilization**
   Balancing agent skills and availability against service demand to sustain high productivity.

4. **First Contact Resolution (FCR)**
   A key metric where the optimal result creates customer satisfaction without high cost.

5. **Level 1 Resolution Rate**
   A measurement of process efficiency and "shift left" implementation.

6. **Agent Satisfaction**
   Nurturing IT service talent through training and career coaching reduces turnover and related costs.

7. **Data-Driven Continuous Improvement**
   Measuring the level of improvement attained through process analysis and project initiatives.

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