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# Top IT Service KPIs to Measure

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## COST PER CONTACT

A foundational metric for measuring total cost to deliver workplace services.

## CUSTOMER SATISFACTION

Often consists of values such as Average Speed of Answer and Call Quality.

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## AGENT UTILIZATION

Balancing agent skills and availability against service demand to sustain high productivity.

## FIRST CONTACT RESOLUTION (FCR)

A key metric where the optimal result creates customer satisfaction without high cost.

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## LEVEL 1 RESOLUTION RATE

A measurement of process efficiency and "shift left" implementation.

## AGENT SATISFACTION

Nurturing IT service talent through training and career coaching reduces turnover and related costs.

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## DATA-DRIVEN CONTINUOUS IMPROVEMENT

Measuring the level of improvement attained through process analysis and project initiatives.



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