

# United States PLUS

## Contact Center Benchmark

### In-house/Insourced Contact Centers



Report Number: **SAMPLE** | Updated: **SAMPLE**

MetricNet's instantly downloadable Contact Center benchmarks provide valuable industry data that your organization can use to begin improving performance right away!

# Report Information

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**Report Number:**

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**Number of Data Records in Report:**

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# BENCHMARKING OVERVIEW

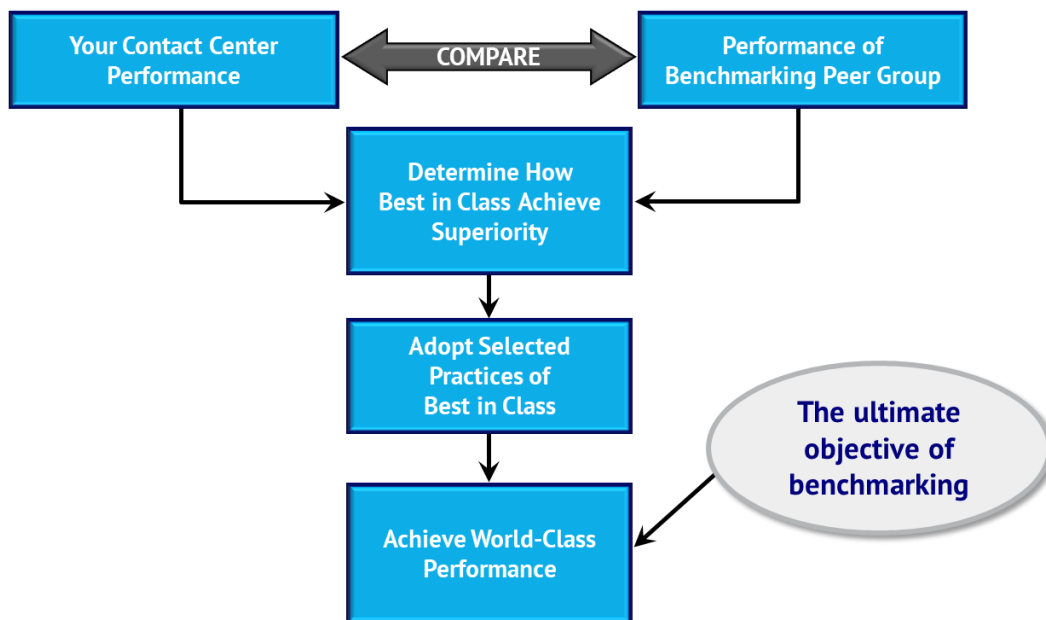
# Benchmarking Overview

Benchmarking is a well-established tool for measuring and improving Contact Center performance. Effective benchmarking enables you to quantify your Contact Center’s performance, compare your Contact Center to others in your industry, identify negative performance gaps, and define the actions necessary to close the gaps.

The power of benchmarking is that it enables your Contact Center to save enormous amounts of time and energy by building upon the know-how of peers, competitors, and world-class companies. Contact Centers that focus exclusively on their internal operations tend to make progress at an *evolutionary* pace. But benchmarking forces an organization to look externally—at the competition. By studying the competition, and selectively adopting practices from the best of the best, Contact Centers that successfully employ benchmarking can improve their performance at a *revolutionary* pace.

## The Basic Benchmarking Approach

Although benchmarking is a rigorous, analytical process, it is fairly straightforward. The basic approach is illustrated below.



The first critical step in benchmarking is to measure your Contact Center's performance. We have divided the important metrics, or Key Performance Indicators (KPIs), for your Contact Center into six categories:

- 1) **Cost** metrics, such as Cost per Contact
- 2) **Handle Time** metrics, such as Voice Handle Time
- 3) **Voice Quality** metrics, such as Customer Satisfaction
- 4) **Voice Productivity** metrics, such as Agent Utilization
- 5) **Voice SLA** metrics, such as Average Speed of Answer
- 6) **Agent** metrics, such as Agent Job Satisfaction

This benchmark report explains each KPI, how to measure it, and how it is connected with other KPIs.

But the true potential of KPIs can be unlocked only when they are used holistically, not just to measure your performance, but also to:

- ✓ Track and trend your performance over time
- ✓ Benchmark your performance vs. industry peers
- ✓ Identify strengths and weaknesses in your Contact Center
- ✓ Diagnose the underlying drivers of performance gaps
- ✓ Prescribe actions to improve your performance
- ✓ Establish performance goals for both individuals and your Contact Center overall

In other words, once you've measured your performance, benchmarking involves comparing your performance to others and asking questions such as, "How did they achieve a higher level of customer satisfaction? How did they get to a lower cost per contact? How did they drive customer loyalty by virtue of the Contact Center?"

Once you've answered those questions, you can adopt selected industry best practices to remedy your performance gaps on the critical KPIs that will help you to achieve superior performance. With this basic approach, your Contact Center can build a service-based competitive advantage through benchmarking!



## Achieving World-Class Performance

To build a sustainable competitive advantage, your goal must be World-Class Performance. That's where we can help you. MetricNet's benchmarking database is global. We have completed more than 4,000 benchmarks. Through them, we have identified nearly 60 industry best practices and more than 40 Key Performance Indicators (KPIs) that organizations around the world are using to achieve World-Class Performance.



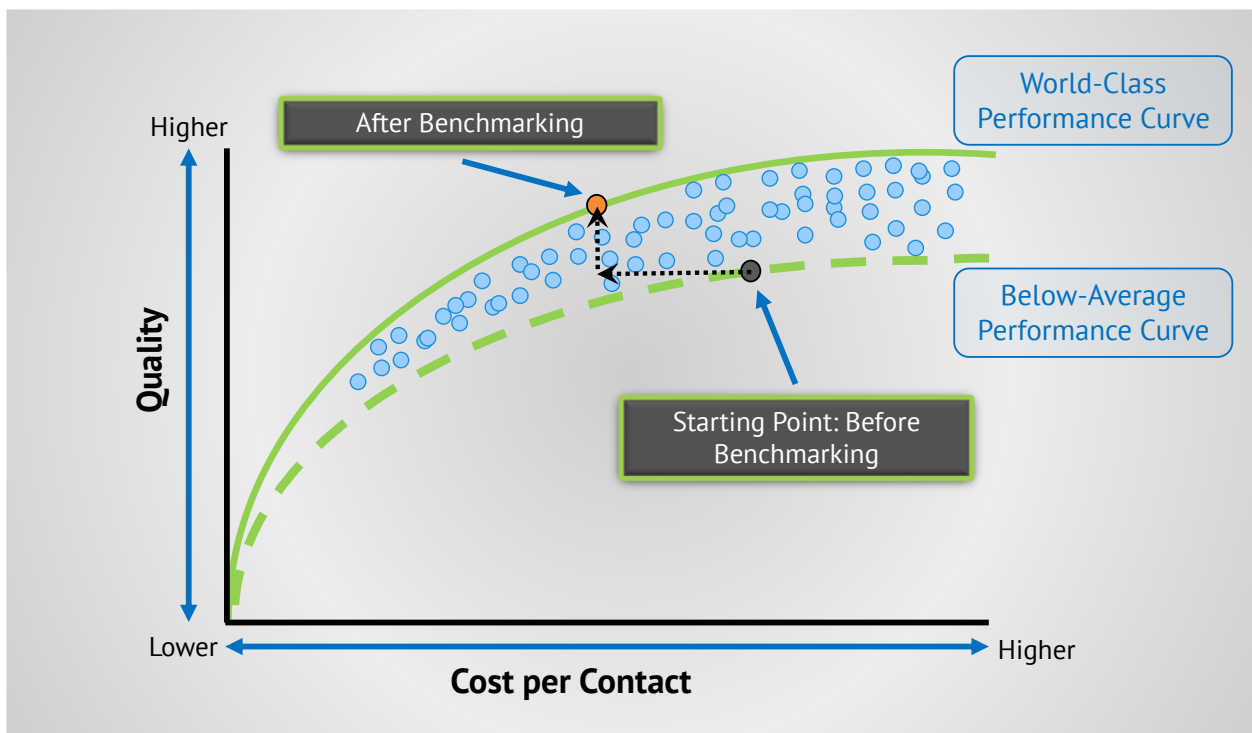
World-Class Contact Centers have a number of characteristics in common:

- ✓ They consistently exceed customer expectations – regardless of transaction type
  - This produces high levels of Customer Satisfaction
  - Their Call Quality is consistently high
- ✓ They manage business value at or above average industry levels
  - Their Cost per Contact is below average
  - If applicable, they generate revenue above average industry levels (telemarketing, telesales, debt collections)

- ✔ They follow industry best practices
  - Industry best practices are defined and documented
  - They effectively apply those best practices
- ✔ They add value with every transaction
  - They produce a positive customer experience
  - They improve customer loyalty
  - They create positive brand awareness

There's another way that we can describe what it means to be a World-Class Contact Center. Graphically, it looks like the image below:

### The Goal of Benchmarking: Lower Cost *and* Higher Quality



On this chart, we're showing two dimensions. The X-axis is cost per contact and the Y-axis is quality (as measured by customer satisfaction). We've taken some representative data points from our database and placed them on this chart.

The first thing you'll notice is that there's a cause-and-effect relationship between cost and quality. Some Contact Centers are driven by the need to minimize their cost. When that's the case, your cost will drive your quality. Other Contact Centers are driven by quality. In that case, your quality will drive your cost.

The second thing you'll notice is that it's a non-linear relationship—as quality increases, your cost will increase disproportionately. At some point, it probably doesn't make sense to pursue any further quality, because quality is not free!

The point of this chart is to reinforce what it means to be World-Class. It means that you take the limited resources you have and deploy them in the most effective way. If you do that, you will land on the upper curve, the World-Class curve. If your Contact Center performs below average, you'll be on the lower curve.

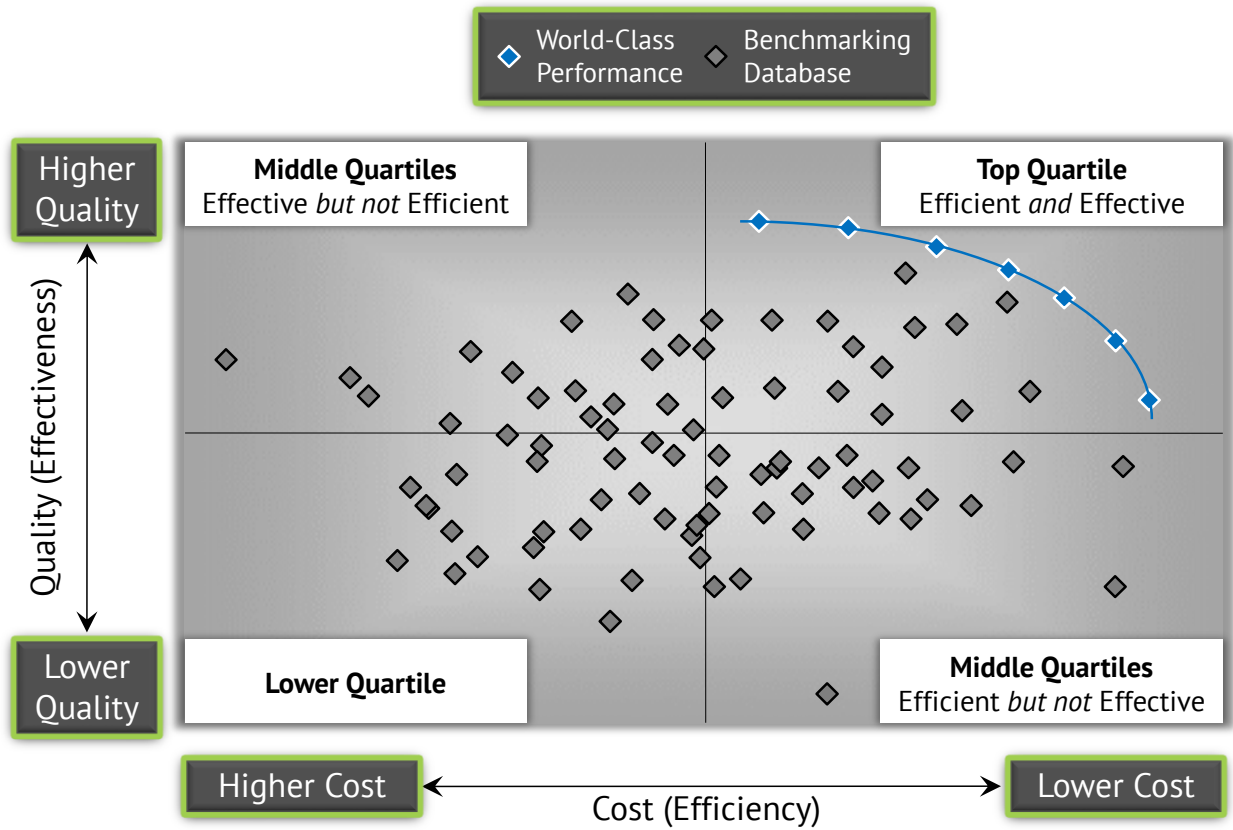
Being World-Class is a relative concept. It's not about hitting a particular target on any one metric. It is about deploying your resources as effectively as you possibly can.

## Cost vs. Quality for Contact Centers

Think about it this way. On the two-dimensional chart below, we again show cost per contact on the X-axis (except that low cost is now on the right, instead of the left) and customer satisfaction (quality) on the Y-axis. Where you want to be is on the upper-right World-Class Performance curve shown by the blue diamonds.

The blue diamonds represent those Contact Centers that have optimized their performance. As you can see in the chart, some of them have optimized at a very low cost and a slightly above-average customer-satisfaction level. Others have optimized at a slightly better-than-average cost and a very high customer-satisfaction level. The goal is to be in the upper-right-hand quadrant where you are both efficient (low cost) and effective (high quality).

## The World-Class Performance Curve: Optimizing Efficiency *and* Effectiveness





# HOW TO USE THIS BENCHMARK REPORT

# How to Use this Benchmark Report

Here is the four-step benchmarking process to improve your Contact Center’s performance with this report:

## Step 1: Collect your Contact Center’s performance data.

Thorough, accurate data collection is the cornerstone of successful benchmarking. This is also the most time-consuming step in benchmarking. But you need accurate data in order to identify the performance gaps in your own Contact Center.

Ideally, your Contact Center will have data that measures performance for each of the 22 KPIs that we include in this benchmarking report, those listed below:

### Contact Center Benchmarking Metrics

#### Cost

- ✓ Avg. Cost per Voice Contact
- ✓ Avg. Cost per Voice Minute

#### Voice Quality

- ✓ Voice Customer Satisfaction
- ✓ Net First Contact Resolution Rate
- ✓ Call Quality

#### Voice Productivity

- ✓ Voice Agent Utilization
- ✓ Inbound Voice Contacts per Agent per Month
- ✓ Voice, Chat, & Email Agents as a % of Total Contact Center Headcount

#### Handle Time

- ✓ Voice Handle Time
- ✓ Chat Handle Time
- ✓ Web/Email Handle Time

#### Voice SLA

- ✓ Average Speed of Answer
- ✓ Call Abandonment Rate
- ✓ % Answered in 30 Seconds

#### Agent

- ✓ Annual Agent Turnover
- ✓ Daily Agent Absenteeism
- ✓ Agent Schedule Adherence
- ✓ Agent Occupancy
- ✓ New Agent Training Hours
- ✓ Annual Agent Training Hours
- ✓ Agent Tenure
- ✓ Agent Job Satisfaction

If your Contact Center does not yet measure all 22 KPIs, you can still benefit from benchmarking the KPIs for which you do have data. At a minimum, you'll want to benchmark six of the most important metrics, the ones we use in our Contact Center Scorecard (see page [23](#) below), or some similar substitutes. And for the KPIs that you haven't begun measuring, you can still use this report to establish performance goals based on the benchmarking data from other Contact Centers (see Step 3).

We have defined each KPI in the Detailed Benchmarking Data section below (starting at page [36](#)). You can refer to these definitions as you collect your data to ensure an apples-to-apples benchmarking comparison in Step 2.

You may also find it helpful to review your collected data with other key personnel who understand your Contact Center's operations. They can often provide context for the data and spot potential anomalies or inaccuracies.

## Step 2: Compare your performance to others.

We provide several methods to compare your performance data with industry peers. The four primary methods are these:

- 1) A **Benchmarking KPI Performance Summary** (page [19](#)), which lists the industry peer group's average, minimum, median, and maximum performance levels for each KPI.
- 2) **Quartile Rankings** (page [21](#)), so you can map which quartile your Contact Center performs in for each KPI.
- 3) A **Contact Center Scorecard** (page [23](#)), which provides a more holistic, balanced measure of your Contact Center's overall performance compared to the industry peer group.
- 4) **Detailed Benchmarking Data** (starting on page [36](#)), which shows bar charts of the performance level for each Contact Center in the peer group, for each individual KPI.

## Step 3: Develop strategies for improved performance.

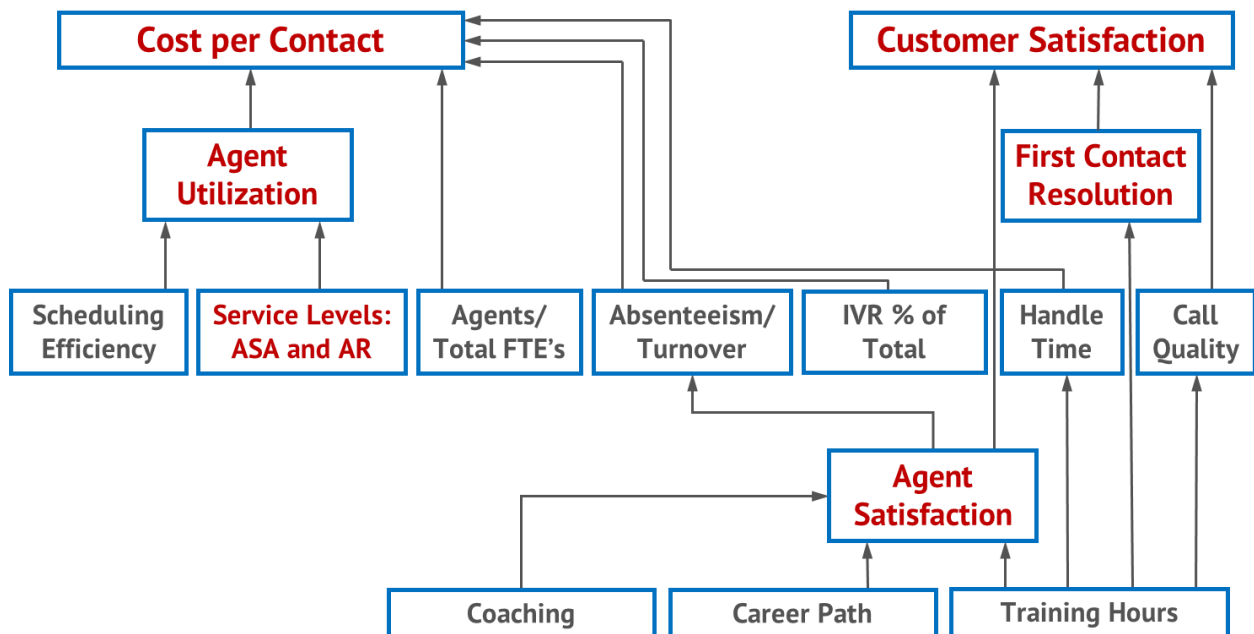
Without an action plan to improve performance, benchmarking is a pointless exercise. Ironically, this is one of the simplest steps in the benchmarking process, but it adds the most value.

The true potential of measuring and benchmarking your KPIs can be unlocked only when you use them to diagnose and understand the underlying drivers of your Contact Center’s performance. Then you can use that diagnosis to strategically adopt the specific industry best practices that will boost your Contact Center to World-Class Performance.

The key to using KPIs diagnostically is to understand their cause-and-effect relationships. You can think of these relationships as a linkage where all of the KPIs are interconnected. When one KPI moves up or down, other KPIs move with it. Understanding this linkage is enormously powerful because it shows you the levers you can pull to increase performance.

The diagram below illustrates some of the most important linkage between Contact Center KPIs. The detailed benchmarking data in this report (starting on page 36) also lists key correlations for each KPI.

### Major KPI Cause-and-Effect Relationships





We call Cost per Contact and Customer Satisfaction the foundation metrics. Nearly everything a Contact Center does can be viewed through the lens of cost and quality. Will this new technology reduce my costs? Will this new process improve customer satisfaction? This insight is crucial because it greatly simplifies decision-making for your Contact Center. Any practice that does not have the long-term effect of improving customer satisfaction, reducing costs, or both, is simply not worth doing. (Sales effectiveness may also be foundational for a revenue-generating Contact Center, but this report does not benchmark sales metrics.)

The foundation metrics, however, cannot be directly controlled. Instead, they are controlled by other KPIs, the ones we call underlying drivers. As you can see from the diagram above, some top examples of underlying drivers are Agent Utilization, First Contact Resolution Rate, and Agent Job Satisfaction. These underlying drivers directly impact the foundation metrics—any improvement on the driver metrics will cause corresponding improvements in cost, quality, or both.

By understanding the underlying drivers for cost and quality, you can use your benchmarked KPIs diagnostically. If your Customer Satisfaction is low, for example, simply isolate the primary underlying drivers of Customer Satisfaction on which your performance was low compared to the benchmark. Then map out an action plan to improve your performance for those crucial metrics.

To help choose the specific steps in your action plan, identify the industry best practices that will improve your performance for the crucial metrics that you isolated. MetricNet has identified nearly 80 industry best practices for Contact Centers.

You should also set specific performance targets, both for individual agents and for the Contact Center overall. To ensure that you are improving holistically, and not just fixating on some of your lowest metrics, emphasize performance targets for your Contact Center's balanced score (see page [23](#)).

## Step 4: Implement, and monitor results.

Once you've identified your strategies for improved performance, you are in a position to implement your action plan. This is where the payoff comes, so don't neglect this step!

As you implement your action plan, regularly monitor your performance for changes. One of the easiest and best ways of monitoring is to update your Contact Center scorecard (see page [23](#)) every month or every quarter, and trend the changes in your score over time.

If you have implemented your action plan but over time your performance does not improve as expected, return to Step 3. Reevaluate which strategies have worked, which have not, and whether you should attack different or additional drivers of your performance gaps.

Do you want your Contact Center to achieve continuous improvement? Consider repeating this four-step benchmarking process periodically with the most up-to-date benchmarking data from industry peers, so you can build and maintain your competitive advantage.



# KPI STATISTICS: SUMMARY AND QUARTILES

# KPI Statistics: Summary and Quartiles

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## Benchmarking Performance Summary

The table on the next two pages summarizes this report's benchmarking data. It shows the benchmarking peer group's average, minimum, median, and maximum performance levels for each Key Performance Indicator (KPI).

On the left of the table you see the six categories of metrics, followed by 22 KPIs that you can use to benchmark your Contact Center. To compare your Contact Center's performance with that of this peer group, simply copy the table into a spreadsheet and add a column with your data for each KPI that you measure.

It's important to look at this data holistically. No single metric comes even close to telling the whole story. For example, if your cost is high, that's not necessarily a bad thing—particularly if it comes with good quality and service levels. By contrast, if your cost is low, that may not be a good thing if it comes with low Customer Satisfaction, low First Contact Resolution Rate, and the like.

**SAMPLE**

## Quartile Rankings for Each KPI

Quartiles are another simple way to present the benchmarking data. For each metric, the best-performing Contact Centers fall into the first quartile; the worst performers fall into the fourth quartile.

For example, the Contact Centers who perform in the top 25% on the first cost metric have an Average Cost per Voice Contact that ranges between \$X.XX (the best) and \$X.XX (the 75th percentile). The bottom 25% of Contact Centers for that metric range between \$X.XX and \$XX.XX per inbound contact.

**SAMPLE**



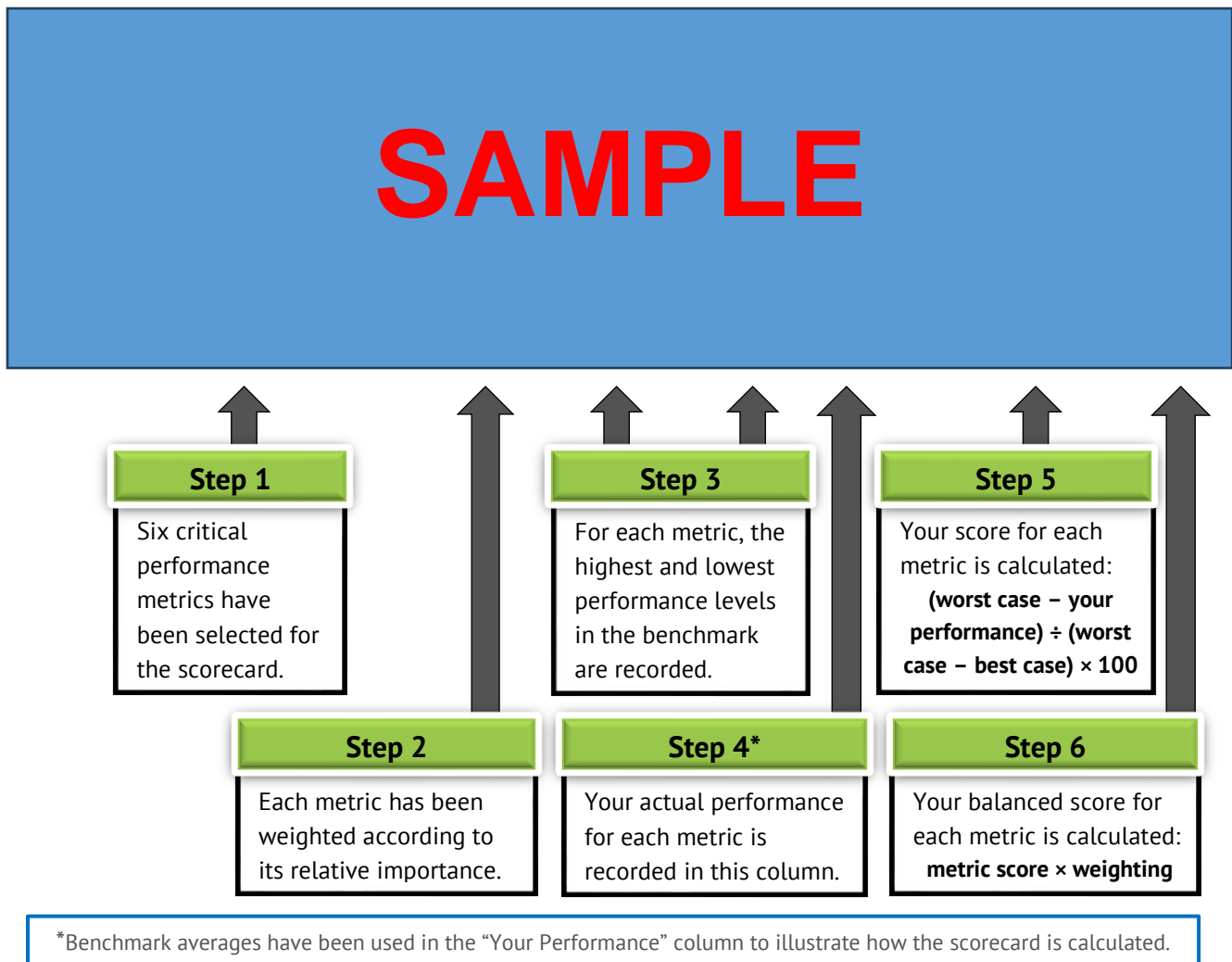
# BENCHMARKING SCORECARD AND RANKINGS

# Benchmarking Scorecard and Rankings

## The Contact Center Scorecard: An Overview

The Contact Center scorecard produces a single, holistic measure of Contact Center performance. It combines six critical cost, quality, productivity, agent, and service-level KPIs into one overall performance indicator—the Balanced Score. Your score will range between zero and 100%. You can compare it directly with the Balanced Scores of other Contact Centers in the benchmark.

This is what the scorecard looks like, and how it is calculated:





The six KPIs we selected for the scorecard are the metrics that are of highest importance for most Contact Centers:

- ✔ Average Cost per Voice Contact (one of the two foundation metrics)
- ✔ Voice Customer Satisfaction (the other foundation metric)
- ✔ Voice Agent Utilization (the primary driver of Cost per Contact)
- ✔ Net First Contact Resolution Rate (the primary driver of Voice Customer Satisfaction)
- ✔ Agent Job Satisfaction (a key secondary driver of both cost and quality)
- ✔ Average Speed of Answer (the top service-level indicator)

The weighting percentage we assigned to each KPI is based on that KPI's relative importance in the scorecard. For example, you can see that we gave the greatest weight to Cost per Contact and Customer Satisfaction (25% each), since those are the foundation metrics.

A Contact Center's Balanced Score will always range between 0% and 100%. If your performance is the worst on each of the six KPIs, compared to the industry peer group for this benchmark report, your score will be 0%. If your performance is the best on each KPI, your score will be 100%.

When we run this algorithm for literally hundreds of Contact Centers worldwide, the average Balanced Score is approximately 64%. If your score is above about 74%, you're in the top quartile; between about 64% and 74%, you're in the second quartile; between about 55% and 64%, in the third; and below 55%, in the bottom quartile.

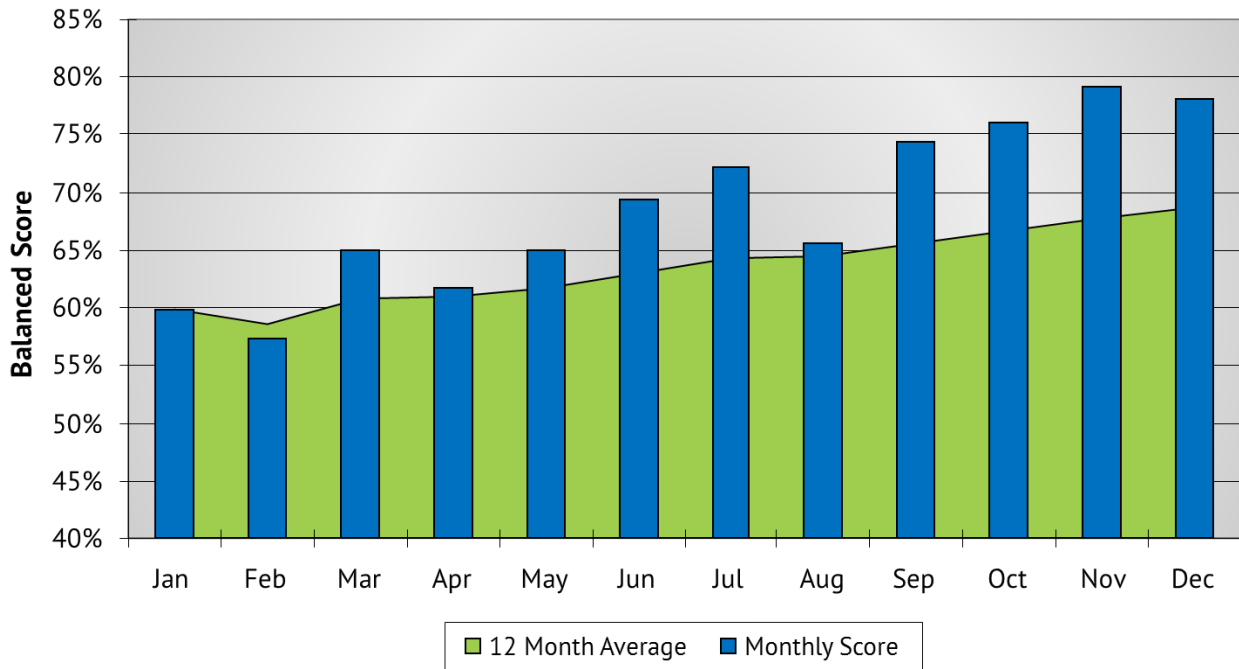
## Tracking Your Balanced Score

By calculating your overall score for every month or every quarter, you can track and trend its performance over time. Charting and tracking your Balanced Score is an ideal way to ensure continuous improvement in your Contact Center!

Consider this real data from a few years ago. One of MetricNet's clients simply updated their scorecard every month, as shown in the chart below. The blue bars in the chart represent the monthly Balanced Scores, while the green

background represents the 12-month trailing trend in scorecard performance. You can see that over the course of one year they managed to improve their performance substantially.

### Balanced Score Trend



## Benchmarking the Balanced Score

The Balanced Score is the single most useful performance indicator for comparing Contact Centers. The chart on the next page graphs the Balanced Scores for all Contact Centers included in this report’s benchmark data. The red line shows the average overall performance level.

## Benchmarking the Balanced Score (continued)

**SAMPLE**

## Benchmarking the Balanced Score (continued)

The next three pages list the Balanced Score for each Contact Center in the benchmark. They also list each Contact Center's performance for each of the six KPIs used to calculate the Balanced Score. The data records are listed in rank order, from the best Balanced Score (record #XX) to the worst (record #XX). If you want to see what any other Contact Center's score looks like compared to yours, you can use this list.

**SAMPLE**

**SAMPLE**

## Benchmarking the Balanced Score (continued)

The next three pages show the rankings for each KPI in the scorecard. The column for each KPI has the performance levels listed in rank order, from best (top row) to worst (bottom row). This is the same data you saw in the previous list. But in this list it is not tied together by individual Contact Center data records. Instead, each KPI is ranked on its own. This allows you to look at your performance for any given metric on the scorecard and see how you stack up against other in-house/insourced Contact Centers in the United States.

**SAMPLE**



**SAMPLE**

**SAMPLE**

## Benchmarking the Balanced Score (continued)

For a graphical benchmark of each individual metric in the scorecard, see the following section of this report. It contains charts for all 22 KPIs, including the six scorecard KPIs. The red line in each chart represents the average performance within the benchmark peer group, for you to compare against your own Contact Center's performance. You can jump to the charts for the six scorecard KPIs using these links (each of those charts has links above it that you can use to return to this page or to jump to the next scorecard-KPI chart):

- ✓ [Average Cost per Voice Contact](#)
- ✓ [Voice Customer Satisfaction](#)
- ✓ [Voice Agent Utilization](#)
- ✓ [Net First Contact Resolution Rate](#)
- ✓ [Agent Job Satisfaction](#)
- ✓ [Average Speed of Answer](#)

We always organize these charts from left to right so that good performance is on the left and bad performance is on the right. In some cases, such as cost, you'll notice an ascending distribution because lower numbers are better. In other cases, such as customer satisfaction, you will see a descending distribution because higher numbers are better.



# DETAILED BENCHMARKING DATA

# Detailed Benchmarking Data

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## Cost Metrics

### Average Cost per Voice Contact

**Definition:** Average Cost per Voice Contact is the total annual operating expense of the voice channel divided by the annual contact volume of the Contact Center originating in the voice channel. Operating expense includes all voice-related employee salaries, overtime pay, benefits, and incentive compensation, plus all contractor, facilities, telecom, desktop computing, software, training, travel, office supplies, and miscellaneous expenses.

$$\text{Average Cost per Voice Contact} = \frac{\text{Annual operating expense for voice}}{\text{Annual inbound voice contact volume}}$$

**Why it's important:** Cost per Contact is one of the most important Contact Center metrics. It is a measure of how efficiently your Contact Center's voice channel is operating. A higher-than-average Cost per Voice Contact is not necessarily a bad thing, particularly if accompanied by higher-than-average quality and service levels. Conversely, a low Cost per Voice Contact is not necessarily good, particularly if the low cost is achieved by sacrificing quality or service levels. Every Contact Center should track and trend Average Cost per Voice Contact on a monthly basis.

**Key correlations:** Average Cost per Voice Contact is strongly correlated with the following metrics:

- ✓ Average Cost per Voice Minute
- ✓ Voice Agent Utilization
- ✓ Net First Contact Resolution Rate
- ✓ Voice Handle Time
- ✓ Average Speed of Answer

## Average Cost per Voice Contact (continued)

**SAMPLE**

## Cost Metrics (continued)

### Average Cost per Voice Minute

**Definition:** Average Cost per Voice Minute is simply the Average Cost per Voice Contact divided by the average Voice Handle Time.

$$\text{Average Cost per Voice Minute} = \frac{\text{Average Cost per Voice Contact}}{\text{Voice Handle Time}}$$

**Why it's important:** Unlike Average Cost per Voice Contact, which does not take into account the average handle time or call complexity, Average Cost per Voice Minute measures the per-minute cost of providing customer support in the voice channel. It enables a more direct comparison of costs between Contact Centers because it is independent of the types of calls that come into the Contact Center and the complexity of those calls.

**Key correlations:** Average Cost per Voice Minute is strongly correlated with the following metrics:

- ✓ Average Cost per Voice Contact
- ✓ Voice Agent Utilization
- ✓ Net First Contact Resolution Rate
- ✓ Average Speed of Answer

## Average Cost per Voice Minute (continued)

**SAMPLE**



## Handle Time Metrics

### Voice Handle Time

**Definition:** Voice Handle Time is the average time (in minutes) that an agent spends on each call, including talk time, hold time, and after-call work time.

$$\text{Voice Handle Time} = \frac{\text{Total minutes spent on inbound voice contacts}}{\text{Total inbound voice contacts}}$$

**Why it's important:** A contact is the basic unit of work in a Contact Center. Voice Handle Time, therefore, represents the amount of labor required to complete one unit of inbound work in the voice channel.

**Key correlations:** Voice Handle Time is strongly correlated with the following metrics:

- ✓ Average Cost per Voice Contact
- ✓ Inbound Voice Contacts per Agent per Month
- ✓ Net First Contact Resolution Rate

## Voice Handle Time (continued)

**SAMPLE**

## Handle Time Metrics (continued)

### Chat Handle Time

**Definition:** Chat Handle Time is the average time (in minutes) that an agent spends on each chat, including chat time and after-chat work time.

$$\text{Chat Handle Time} = \frac{\text{Total minutes spent on chat sessions}}{\text{Total number of chat sessions}}$$

**Why it's important:** A contact is the basic unit of work in a Contact Center. Chat Handle Time, therefore, represents the amount of labor required to complete one unit of work in the chat channel.

**Key correlations:** Chat Handle Time is strongly correlated with the following metrics:

- ✓ Average Cost per Chat Session
- ✓ Number of Chat Sessions per Chat Agent per Month
- ✓ Chat First Contact Resolution Rate

## Chat Handle Time (continued)

**SAMPLE**

## Handle Time Metrics (continued)

### Web/Email Handle Time

**Definition:** Web/Email Handle Time is the average time that an agent spends handling each web ticket or email contact.

$$\text{Web/Email Handle Time} = \frac{\text{Total minutes spent on web tickets and emails}}{\text{Total number of web tickets and emails}}$$

**Why it's important:** A contact is the basic unit of work in a Contact Center. Web/Email Handle Time, therefore, represents the amount of labor required to complete one unit of work in the web-ticket/email channel.

**Key correlations:** Web/Email Handle Time is strongly correlated with the following metrics:

- ✓ Average Cost per Web Ticket/Email Contact

## Web/Email Handle Time (continued)

**SAMPLE**

# Voice Quality Metrics

## Voice Customer Satisfaction

**Definition:** Voice Customer Satisfaction is the percentage of customers who are either satisfied or very satisfied with their Contact Center experience in the voice channel. This metric can be captured in a number of ways, including automatic after-call IVR surveys, follow-up outbound (live-agent) calls, email surveys, etc.

$$\text{Voice Customer Satisfaction} = \frac{\text{Number of satisfied voice customers}}{\text{Number of voice customers surveyed}}$$

**Why it's important:** Voice Customer Satisfaction is the single most important measure of voice-channel quality. Any successful voice channel will have consistently high Voice Customer Satisfaction ratings. Some Contact Center managers are under the impression that a low Average Cost per Voice Contact may justify a lower level of Voice Customer Satisfaction. But this is not true. MetricNet's research shows that even Contact Centers with a very low Average Cost per Voice Contact can achieve consistently high Voice Customer Satisfaction ratings.

**Key correlations:** Voice Customer Satisfaction is strongly correlated with the following metrics:

- ✓ Net First Contact Resolution Rate
- ✓ Call Quality
- ✓ Agent Job Satisfaction
- ✓ New Agent Training Hours
- ✓ Annual Agent Training Hours

## Voice Customer Satisfaction (continued)

[return to page 34](#) | [next scorecard KPI](#)

**SAMPLE**



## Voice Quality Metrics (continued)

### Net First Contact Resolution Rate

**Definition:** Net First Contact Resolution (FCR) applies only to live (for example, voice) contacts. It is a percentage, equal to the number of inbound calls that are resolved on the first interaction with the customer, divided by all calls that are potentially resolvable on first contact. Calls that involve a customer callback, or are otherwise unresolved on the first contact for any reason, do not qualify for Net First Contact Resolution. Calls that *cannot* be resolved on first contact, such as a product break/fix, are not included in the denominator of Net First Contact Resolution Rate. (Some Contact Centers also measure FCR for email by considering an email resolved on first contact if the customer receives a resolution within one hour of submitting the email.)

$$\text{Net First Contact Resolution Rate} = \frac{\text{Calls actually resolved on first contact}}{\text{Calls resolvable on first contact}}$$

**Why it's important:** Net First Contact Resolution is the single biggest driver of Voice Customer Satisfaction. A high Net FCR Rate is almost always associated with high levels of Voice Customer Satisfaction. Contact Centers that emphasize training (that is, high training hours for new and veteran agents) and have good technology tools, such as knowledge-management systems, generally enjoy a higher-than-average Net FCR Rate.

**Key correlations:** Net First Contact Resolution Rate is strongly correlated with the following metrics:

- ✓ Customer Satisfaction
- ✓ New Agent Training Hours
- ✓ Annual Agent Training Hours
- ✓ Voice Handle Time

## Net First Contact Resolution Rate (continued)

[return to page 34](#) | [next scorecard KPI](#)

**SAMPLE**

## Voice Quality Metrics (continued)

### Call Quality

**Definition:** Although there is no consistent methodology for measuring Call Quality in the Contact Center industry, most Contact Centers have developed their own scoring system for grading the quality of a call. Most will measure call quality on a scale of zero to 100%, and evaluate such things as agent courtesy, professionalism, empathy, timeliness of resolution, quality of resolution, adherence to the script, etc.

*Call Quality = A score based on the agent's helpfulness, efficiency, courtesy, etc.*

**Why it's important:** Call Quality is the foundation of Voice Customer Satisfaction. Good Call Quality takes into account agent knowledge and expertise, call efficiency (that is, Voice Handle Time), and agent courtesy and professionalism. Unless Call Quality is consistently high, it is difficult to achieve consistently high levels of Voice Customer Satisfaction. When measured properly, Call Quality and Voice Customer Satisfaction should track fairly closely.

**Key correlations:** Call Quality is strongly correlated with the following metrics:

- ✓ Voice Customer Satisfaction
- ✓ Net First Contact Resolution Rate
- ✓ New Agent Training Hours
- ✓ Annual Agent Training Hours

## Call Quality (continued)

**SAMPLE**

## Voice Productivity Metrics

### Voice Agent Utilization

**Definition:** Voice Agent Utilization is the average time that a voice agent spends handling both inbound and outbound calls per month, divided by the number of work hours in a given month. (See the more thorough definition on page 54.)

$$\text{Voice Agent Utilization} = \frac{\text{Total call handling time per month}}{\text{Number of work hours per month}}$$

**Why it's important:** Voice Agent Utilization is the single most important indicator of voice-agent productivity. It measures the percentage of time that the average voice agent is in “work mode,” and is independent of handle time or call complexity.

**Key correlations:** Voice Agent Utilization is strongly correlated with the following metrics:

- ✓ Inbound Voice Contacts per Agent per Month
- ✓ Average Cost per Voice Contact
- ✓ Average Cost per Voice Minute
- ✓ Agent Occupancy
- ✓ Average Speed of Answer

## Voice Agent Utilization (continued)

[return to page 34](#) | [next scorecard KPI](#)

**SAMPLE**

## Voice Agent Utilization Defined

- ✔ Voice Agent Utilization is a measure of the actual time that voice agents spend providing direct customer service in the voice channel in a month, divided by the agents' total time at work during the month.
- ✔ It takes into account both inbound and outbound voice contacts handled by the agents.
- ✔ But the calculation for Agent Utilization does not make adjustments for sick days, holidays, training time, project time, or idle time.
- ✔ By calculating Agent Utilization in this way, all Contact Centers worldwide are measured in exactly the same way, and can therefore be directly compared for benchmarking purposes.

$$\text{Agent Utilization} = \frac{((\text{Average number of inbound contacts handled by an agent in a month}) \times (\text{Average inbound handle time in minutes}) + (\text{Average number of outbound contacts handled by an agent in a month}) \times (\text{Average outbound handle time in minutes}))}{(\text{Average number of days worked in a month}) \times (\text{Number of work hours in a day}) \times (60 \text{ minutes/hour})}$$

### Example: Contact Center Agent Utilization

- ✔ Inbound Contacts per Agent per Month = 375
- ✔ Outbound Contacts per Agent per Month = 225
- ✔ Average Inbound Contact Handle Time = 10 minutes
- ✔ Average Outbound Contact Handle Time = 5 minutes

$$\text{Agent Utilization} = \frac{((375 \text{ inbound contacts handled per month}) \times (10 \text{ minutes}) + (225 \text{ outbound contacts per month}) \times (5 \text{ minutes}))}{(21.5 \text{ work days per month}) \times (7.5 \text{ work hours per day}) \times (60 \text{ minutes/hour})} = 50.4\% \text{ Agent Utilization}$$

## Voice Productivity Metrics (continued)

### Inbound Voice Contacts per Agent per Month

**Definition:** Inbound Voice Contacts per Agent per Month is the average monthly inbound call volume divided by the average full-time equivalent (FTE) voice-agent headcount. Voice-agent headcount is the average FTE number of employees and contractors handling voice contacts.

$$\text{Inbound Voice Contacts per Agent per Month} = \frac{\text{Avg. inbound call volume}}{\text{Avg. FTE voice-agent headcount}}$$

**Why it's important:** Inbound Voice Contacts per Agent per Month is an important indicator of voice-agent productivity. A low number could indicate low Voice Agent Utilization, poor scheduling efficiency or schedule adherence, or a higher-than-average Voice Handle Time. Conversely, a high number of inbound contacts per agent may indicate high Voice Agent Utilization, good scheduling efficiency and schedule adherence, or a lower-than-average Voice Handle Time. Every Contact Center should track and trend this metric on a monthly basis.

**Key correlations:** Inbound Voice Contacts per Agent per Month is strongly correlated with the following metrics:

- ✓ Voice Agent Utilization
- ✓ Voice Handle Time
- ✓ Average Cost per Voice Contact
- ✓ Average Cost per Voice Minute
- ✓ Agent Occupancy
- ✓ Average Speed of Answer



## Inbound Voice Contacts per Agent per Month (continued)

**SAMPLE**

## Voice Productivity Metrics (continued)

### Voice, Chat, and Email Agents as a % of Total Contact Center Headcount

**Definition:** This metric is the average full-time equivalent (FTE) agent headcount divided by the average total Contact Center headcount. It is expressed as a percentage, and represents the percentage of total Contact Center personnel who are engaged in direct customer-service activities. Headcount includes both employees and contractors.

$$\text{Agents as a \% of Total Headcount} = \frac{\text{Avg. FTE agent headcount}}{\text{Avg. total Contact Center headcount}}$$

**Why it's important:** The agent headcount as a percentage of total Contact Center headcount is an important measure of management and overhead efficiency. Since non-agents include both management and non-management personnel (such as supervisors and team leads, QA/QC, trainers, etc.), this metric is not a pure measure of management span of control. But it is a more useful metric than management span of control because the denominator of this ratio takes into account *all* personnel that are not directly engaged in customer-service activities.

**Key correlations:** Agents as a % of Total Contact Center Headcount is strongly correlated with the following metrics:

- ✔ Average Cost per Agent-Assisted Contact

## Agents as a % of Total Contact Center Headcount (continued)

**SAMPLE**

## Voice SLA Metrics

### Average Speed of Answer (ASA)

**Definition:** Average Speed of Answer (ASA) is the total wait time that callers are in queue, divided by the number of calls handled. This includes calls handled by an Interactive Voice Response (IVR) system, as well as calls handled by live agents. Most Automatic Call Distributor (ACD) systems measure this number.

$$\text{Average Speed of Answer} = \frac{\text{Total initial wait time of all callers}}{\text{Number of inbound calls handled}}$$

**Why it's important:** ASA is a common service-level metric in the Contact Center industry. It indicates how responsive a Contact Center is to incoming calls. Since most Contact Centers have an ASA service-level target, the ASA is tracked to ensure service-level compliance.

**Key correlations:** Average Speed of Answer is strongly correlated with the following metrics:

- ✓ Call Abandonment Rate
- ✓ % Answered in 30 Seconds
- ✓ Voice Agent Utilization

## Average Speed of Answer (ASA) (continued)

[return to page 34 \(list of scorecard KPIs\)](#)

**SAMPLE**

## Voice SLA Metrics (continued)

### Call Abandonment Rate

**Definition:** Call Abandonment Rate is the percentage of calls that were connected to the ACD, but were disconnected by the caller before reaching an agent or before completing a process within the IVR.

$$\text{Call Abandonment Rate} = \frac{\text{Calls abandoned by caller}}{\text{Total inbound calls}}$$

**Why it's important:** Call Abandonment Rate is a common service-level metric in the Contact Center industry. An abandoned call indicates that a caller gave up and hung up the phone before receiving service from a live agent or from the IVR. Since most Contact Centers have an abandonment-rate service-level target, the Call Abandonment Rate is tracked to ensure service-level compliance.

**Key correlations:** Call Abandonment Rate is strongly correlated with the following metrics:

- ✓ Average Speed of Answer
- ✓ % Answered in 30 Seconds
- ✓ Voice Agent Utilization

## Call Abandonment Rate (continued)

**SAMPLE**

## Voice SLA Metrics (continued)

### % Answered in 30 Seconds

**Definition:** This metric is fairly self-explanatory. It is the percentage of all inbound calls that are answered by a live agent within 30 seconds. For those who don't track this exact metric, but track a similar metric such as % Answered in 60 Seconds, MetricNet uses a conversion formula to calculate the equivalent percentage of calls answered within 30 seconds.

$$\% \text{ Answered in 30 Seconds} = \frac{\text{Inbound calls answered in 30 seconds}}{\text{Total inbound calls}}$$

**Why it's important:** % Answered in 30 Seconds is a common service-level metric in the Contact Center industry. It indicates how responsive a Contact Center is to incoming calls. Many Contact Centers have a service-level target for % Answered in 30 Seconds, so the metric is tracked to ensure service-level compliance.

**Key correlations:** % Answered in 30 Seconds is strongly correlated with the following metrics:

- ✔ Average Speed of Answer
- ✔ Call Abandonment Rate
- ✔ Voice Agent Utilization



## % Answered in 30 Seconds (continued)

**SAMPLE**

## Agent Metrics

### Annual Agent Turnover

**Definition:** Annual Agent Turnover is the average percentage of agents that leave the agent role in the Contact Center, for any reason (voluntarily or involuntarily), in a year. New agents who leave during their initial training period should not be included in the numerator when calculating turnover.

$$\text{Annual Agent Turnover} = \frac{\text{Avg. number of agents that leave per year}}{\text{Avg. total agent headcount}}$$

**Why it's important:** Agent turnover is costly. Each time an agent leaves the Contact Center, a new agent needs to be hired to replace the outgoing agent. This results in costly recruiting, hiring, and training expenses. Additionally, it is typically several weeks or even months before an agent is fully productive, so there is lost productivity associated with agent turnover as well. High agent turnover is generally associated with low agent morale in a Contact Center.

**Key correlations:** Annual Agent Turnover is strongly correlated with the following metrics:

- ✓ Daily Agent Absenteeism
- ✓ Annual Agent Training Hours
- ✓ Customer Satisfaction
- ✓ Net First Contact Resolution Rate
- ✓ Average Cost per Agent-Assisted Contact
- ✓ Agent Job Satisfaction

## Annual Agent Turnover (continued)

**SAMPLE**

## Agent Metrics (continued)

### Daily Agent Absenteeism

**Definition:** Daily Agent Absenteeism is the average percentage of agents with an unplanned absence on any given day. It is calculated by dividing the number of unplanned absences in a given period of time by the total number of scheduled agent-workdays during the same period.

$$\text{Daily Agent Absenteeism} = \frac{\text{Avg. number of unplanned absences per day}}{\text{Avg. number of agents scheduled to work per day}}$$

**Why it's important:** High Agent Absenteeism is problematic because it makes it difficult for a Contact Center to schedule resources efficiently. High absenteeism can severely harm a Contact Center's operating performance and increase the likelihood that service-level targets will be missed. A Contact Center's Average Speed of Answer and Call Abandonment Rate typically suffer when absenteeism is high. Also, chronically high absenteeism is often a sign of low agent morale.

**Key correlations:** Daily Agent Absenteeism is strongly correlated with the following metrics:

- ✓ Annual Agent Turnover
- ✓ Agent Job Satisfaction
- ✓ Agent Utilization
- ✓ Average Cost per Agent-Assisted Contact

## Daily Agent Absenteeism (continued)

**SAMPLE**

## Agent Metrics (continued)

### Agent Schedule Adherence

**Definition:** Agent Schedule Adherence measures whether agents are in their seats ready to accept calls as scheduled. That is, it measures how well a Contact Center’s agents are “adhering” to the schedule. Agent Schedule Adherence is equal to the actual time that an agent is logged in to the system ready to accept calls as scheduled, divided by the total time the agent is scheduled to be available to accept calls.

$$\text{Agent Schedule Adherence} = \frac{\text{Hours that agents are available for or on calls}}{\text{Hours that agents are scheduled to be available}}$$

**Why it’s important:** Effective agent scheduling is critical to achieving a Contact Center’s service-level goals and maximizing Agent Utilization. But a work schedule, no matter how well constructed, is only as good as the adherence to the schedule. It is therefore important for agents to adhere to the schedule as closely as possible to ensure that these productivity and service-level goals are met.

**Key correlations:** Agent Schedule Adherence is strongly correlated with the following metrics:

- ✓ Agent Utilization
- ✓ Contacts per Agent per Month
- ✓ Agent Occupancy
- ✓ Average Speed of Answer

## Agent Schedule Adherence (continued)

**SAMPLE**

## Agent Metrics (continued)

### Agent Occupancy

**Definition:** Agent Occupancy is a percentage, equal to the amount of time that a voice-support agent is in his or her seat and connected to the ACD and either engaged in a call or ready to answer a call, divided by the agent’s total number of hours at work (excluding break time and lunch time).

$$\text{Agent Occupancy} = \frac{\text{Hours that agents are ready to answer or actually on calls}}{\text{Total agent work hours}}$$

**Why it’s important:** Agent Occupancy is an indirect measure of agent productivity and Agent Schedule Adherence. High levels of Agent Occupancy indicate an orderly, disciplined work environment. Conversely, low levels of Agent Occupancy are often accompanied by a chaotic, undisciplined work environment. Agent Occupancy and Voice Agent Utilization are sometimes confused. Although Agent Occupancy and Voice Agent Utilization are correlated, they are very different metrics. It is possible to have a high occupancy (when agents are logged into the ACD a large percentage of the time) but a low Voice Agent Utilization (when few calls are coming in).

**Key correlations:** Agent Occupancy is strongly correlated with the following metrics:

- ✔ Voice Agent Utilization
- ✔ Agent Schedule Adherence
- ✔ Inbound Voice Contacts per Agent per Month
- ✔ Average Cost per Voice Contact



## Agent Occupancy (continued)

**SAMPLE**

## Agent Metrics (continued)

### New Agent Training Hours

**Definition:** The name of this metric is somewhat self-explanatory. New Agent Training Hours is the number of training hours (including classroom, computer-based training, self-study, shadowing, being coached, and on-the-job training) that a new agent receives before he or she is allowed to handle customer contacts independently.

*New Agent Training Hours = Number of training hours required before a new agent may handle contacts independently*

**Why it's important:** New Agent Training Hours are strongly correlated with Call Quality and Net First Contact Resolution Rate, especially during an agent's first few months on the job. The more training that new agents receive, the higher that Call Quality and Net FCR will typically be. This, in turn, has a positive effect on many other performance metrics including Customer Satisfaction. Perhaps most importantly, training levels strongly impact agent morale—agents who receive more training typically have higher levels of job satisfaction.

**Key correlations:** New Agent Training Hours are strongly correlated with the following metrics:

- ✓ Call Quality
- ✓ Net First Contact Resolution Rate
- ✓ Customer Satisfaction
- ✓ Contact Handle Time
- ✓ Agent Job Satisfaction

## New Agent Training Hours (continued)

**SAMPLE**

## Agent Metrics (continued)

### Annual Agent Training Hours

**Definition:** Annual Agent Training Hours is the average number of training hours (including classroom, computer-based training, self-study, shadowing, etc.) that an agent receives on an annual basis. This number includes any training hours that an agent receives that are not part of the agent's initial (new-agent) training. But it does not include routine team meetings, shift handoffs, or other activities that do not involve formal training.

*Annual Agent Training Hours = Average number of formal training hours per agent per year*

**Why it's important:** Annual Agent Training Hours are strongly correlated with Call Quality, Net First Contact Resolution Rate, and Customer Satisfaction. Perhaps most importantly, training levels strongly impact agent morale—agents who receive more training typically have higher levels of job satisfaction.

**Key correlations:** Annual Agent Training Hours are strongly correlated with the following metrics:

- ✓ Call Quality
- ✓ Net First Contact Resolution Rate
- ✓ Customer Satisfaction
- ✓ Contact Handle Time
- ✓ Agent Job Satisfaction

## Annual Agent Training Hours (continued)

**SAMPLE**

## Agent Metrics (continued)

### Agent Tenure

**Definition:** Agent Tenure is the average number of months that each agent has worked in your Contact Center.

*Agent Tenure = Average number of months that each agent has worked in your Contact Center*

**Why it's important:** Agent Tenure is a measure of agent experience. Almost every metric related to Contact Center cost and quality is impacted by the level of experience the agents have.

**Key correlations:** Agent Tenure is strongly correlated with the following metrics:

- ✓ Average Cost per Agent-Assisted Contact
- ✓ Call Quality
- ✓ Customer Satisfaction
- ✓ Annual Agent Turnover
- ✓ Agent Training Hours
- ✓ Agent Coaching Hours
- ✓ Contact Handle Time
- ✓ Net First Contact Resolution Rate
- ✓ Agent Job Satisfaction

## Agent Tenure (continued)

**SAMPLE**

## Agent Metrics (continued)

### Agent Job Satisfaction

**Definition:** Agent Job Satisfaction is the percentage of agents in a Contact Center who are either satisfied or very satisfied with their jobs.

$$\text{Agent Job Satisfaction} = \frac{\text{Number of satisfied agents}}{\text{Total number of agents}}$$

**Why it's important:** Agent Job Satisfaction is a proxy for agent morale. And morale, while difficult to measure, affects performance on almost every metric in the Contact Center. High-performance Contact Centers almost always have high levels of Agent Job Satisfaction. A Contact Center can control and improve its performance on this metric through training, coaching, and career pathing.

**Key correlations:** Agent Job Satisfaction is strongly correlated with the following metrics:

- ✓ Annual Agent Turnover
- ✓ Daily Agent Absenteeism
- ✓ Agent Training Hours
- ✓ Agent Coaching Hours
- ✓ Customer Satisfaction
- ✓ Net First Contact Resolution Rate
- ✓ Contact Handle Time
- ✓ Average Cost per Agent-Assisted Contact



**SAMPLE**

# Important KPI Correlations

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Voice Handle Time (minutes) vs. Average Cost per Voice Contact

**SAMPLE**

## Voice Agent Utilization vs. Average Cost per Voice Minute

**SAMPLE**

## Voice Agent Utilization vs. Average Speed of Answer (seconds)

**SAMPLE**

## Voice Agent Utilization vs. Call Abandonment Rate

**SAMPLE**

## Average Speed of Answer (seconds) vs. Call Abandonment Rate

**SAMPLE**

## Net First Contact Resolution Rate vs. Voice Customer Satisfaction

**SAMPLE**

## Agent Job Satisfaction vs. Voice Customer Satisfaction

**SAMPLE**



## New Agent Training Hours vs. Agent Job Satisfaction

**SAMPLE**

## Annual Agent Training Hours vs. Agent Job Satisfaction

**SAMPLE**

## New Agent Training Hours vs. Net First Contact Resolution Rate

**SAMPLE**

## Annual Agent Training Hours vs. Net First Contact Resolution Rate

**SAMPLE**

## Agent Job Satisfaction vs. Daily Agent Absenteeism

**SAMPLE**

## Agent Job Satisfaction vs. Annual Agent Turnover

**SAMPLE**

# About MetricNet

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[MetricNet, LLC](#) is the leading source of benchmarks, scorecards, and performance metrics for Information Technology and Contact Center Professionals worldwide. Our mission is to provide you with the benchmarks you need to run your business more effectively.

MetricNet has pioneered a number of innovative techniques to ensure that you receive fast, accurate benchmarks, with a minimum of time and effort.

In addition to our [industry benchmarks](#), such as this report, MetricNet also offers:

- ✓ [The One Year Path to World-Class Performance](#), a continuous Contact Center improvement program.
- ✓ [Benchmarking data files](#) for those who wish to conduct their own benchmarking analysis.
- ✓ Comprehensive [peer group benchmarks](#) that compare your performance to others in your vertical market.

## Free Resources

Every month, MetricNet presents a live training webcast. Thousands of professionals attend each year and many of our clients have their entire teams attend. These events are a great way to boost Annual Agent Training Hours! Topics include Service Desk Best Practices and KPIs, Desktop Support Best Practices and KPIs, Contact Center Best Practices and KPIs, and more. Sign up for our [free webcasts](#).

We also have developed an extensive resource library filled with free training materials for Information Technology and Contact Center professionals. Each resource is available to download in PDF format. Browse our [resource library](#).

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and benchmarking partners

