



Service Desk Benchmark United Kingdom

Outsourced Service Desks

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Performance Benchmarking

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Benchmarking Overview

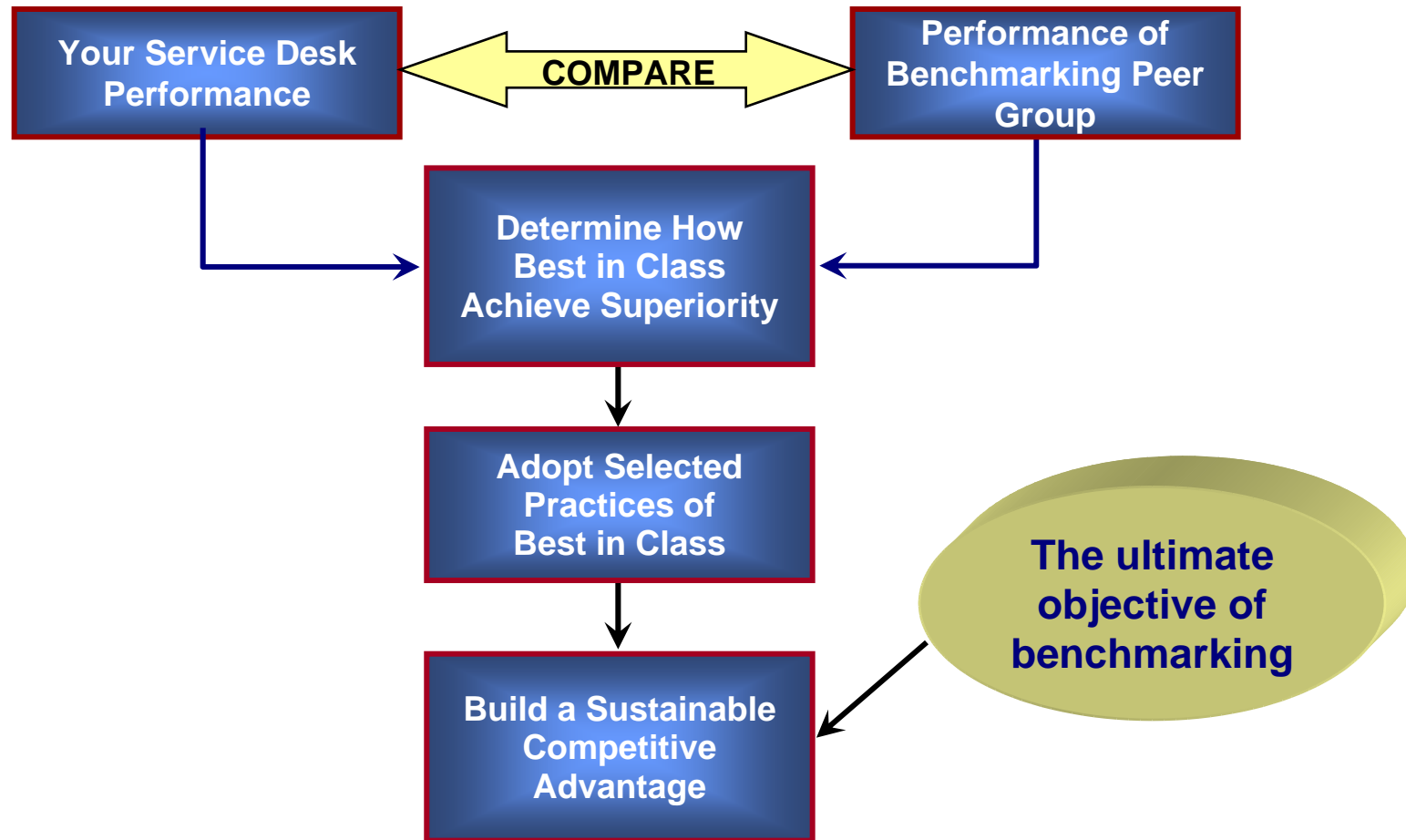
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The Benchmarking Methodology



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Read MetricNet's whitepaper on ***Service Desk Benchmarking***. Go to www.metricnet.com to receive your copy!



Summary of Included Benchmarking Metrics

Price

- ❑ Price per Inbound Contact
- ❑ Price per Minute of Handle Time
- ❑ Net Level 1 Resolution Rate

Quality

- ❑ Customer Satisfaction
- ❑ Net First Contact Resolution Rate
- ❑ Call Quality

Call Handling

- ❑ Inbound Contact Handle Time
- ❑ User Self-Serve Completion Rate

Service Level

- ❑ Average Speed of Answer (ASA)
- ❑ % of Calls Answered in 30 seconds
- ❑ Call Abandonment Rate



MetricNet's Benchmarking Database is Global

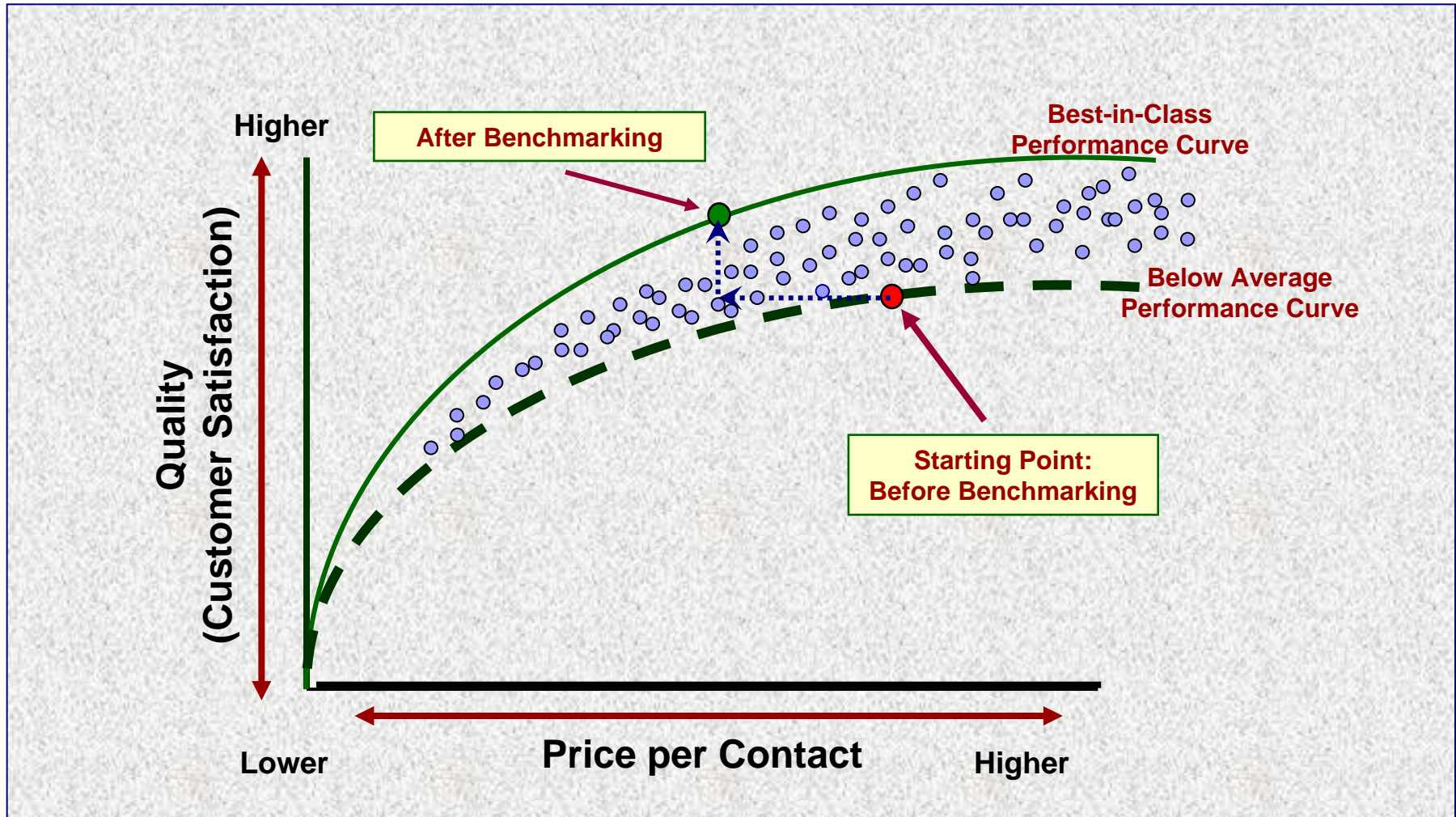


Characteristics of a World-Class Service Desk

- Service Desk consistently exceeds customer expectations
 - Result is high levels of customer satisfaction
 - Call quality is consistently high
- Costs are managed at or below industry average levels
 - Cost per contact below average
 - High Level 1 Resolution Rate Minimizes Total Cost of Ownership (TCO)
- Service Desk follows industry best practices
 - Industry best practices are defined and documented
 - Service Desk follows industry best practices
- Every transaction adds value
 - A positive customer experience
 - Drives a positive view of IT overall



The Goal of Benchmarking





KPI Statistics and Quartiles

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Benchmarking KPI Performance Summary

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Metric Type	Key Performance Indicator (KPI)	Benchmarking Statistics			
		Average	Min	Median	Max
Cost	Price per Inbound Contact	£44.54	£16.07	£40.36	£110.84
	Price per Minute of Handle Time	£8.73	£4.13	£8.65	£13.72
	Net Level 1 Resolution Rate	49.9%	39.1%	49.6%	58.9%
Service Level	Average Speed of Answer (ASA) (sec)	109	47	111	185
	% of Calls Answered in 30 Seconds	49.3%	15.6%	48.4%	79.8%
	Call Abandonment Rate	14.0%	7.1%	13.0%	28.3%
Quality	Customer Satisfaction	48.5%	31.4%	48.5%	63.9%
	Net First Contact Resolution Rate	50.4%	31.0%	51.5%	69.8%
	Call Quality	49.0%	30.3%	48.6%	59.9%
Contact Handling	Inbound Contact Handle Time	13.61	3.33	14.24	22.46
	User Self-Service Completion Rate	8.9%	0.0%	2.7%	42.4%



Quartile Rankings: Price and Quality Metrics

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Price Metric	Quartile			
	1 (Top)	2	3	4 (Bottom)
Price per Inbound Contact	£16.07 £30.65	£30.65 £40.36	£40.36 £54.94	£54.94 £110.84
Price per Minute of Handle Time	£4.13 £7.52	£7.52 £8.65	£8.65 £9.72	£9.72 £13.72
Net Level 1 Resolution Rate	58.9% 52.8%	52.8% 49.6%	49.6% 47.1%	47.1% 39.1%

Quality Metric	Quartile			
	1 (Top)	2	3	4 (Bottom)
Customer Satisfaction (%)	63.9% 52.8%	52.8% 48.5%	48.5% 43.7%	43.7% 31.4%
First Contact Resolution Rate	69.8% 57.3%	57.3% 51.5%	51.5% 42.4%	42.4% 31.0%
Call Quality	59.9% 52.0%	52.0% 48.6%	48.6% 47.0%	47.0% 30.3%



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Quartile Rankings: Service Level and Call Handling Metrics

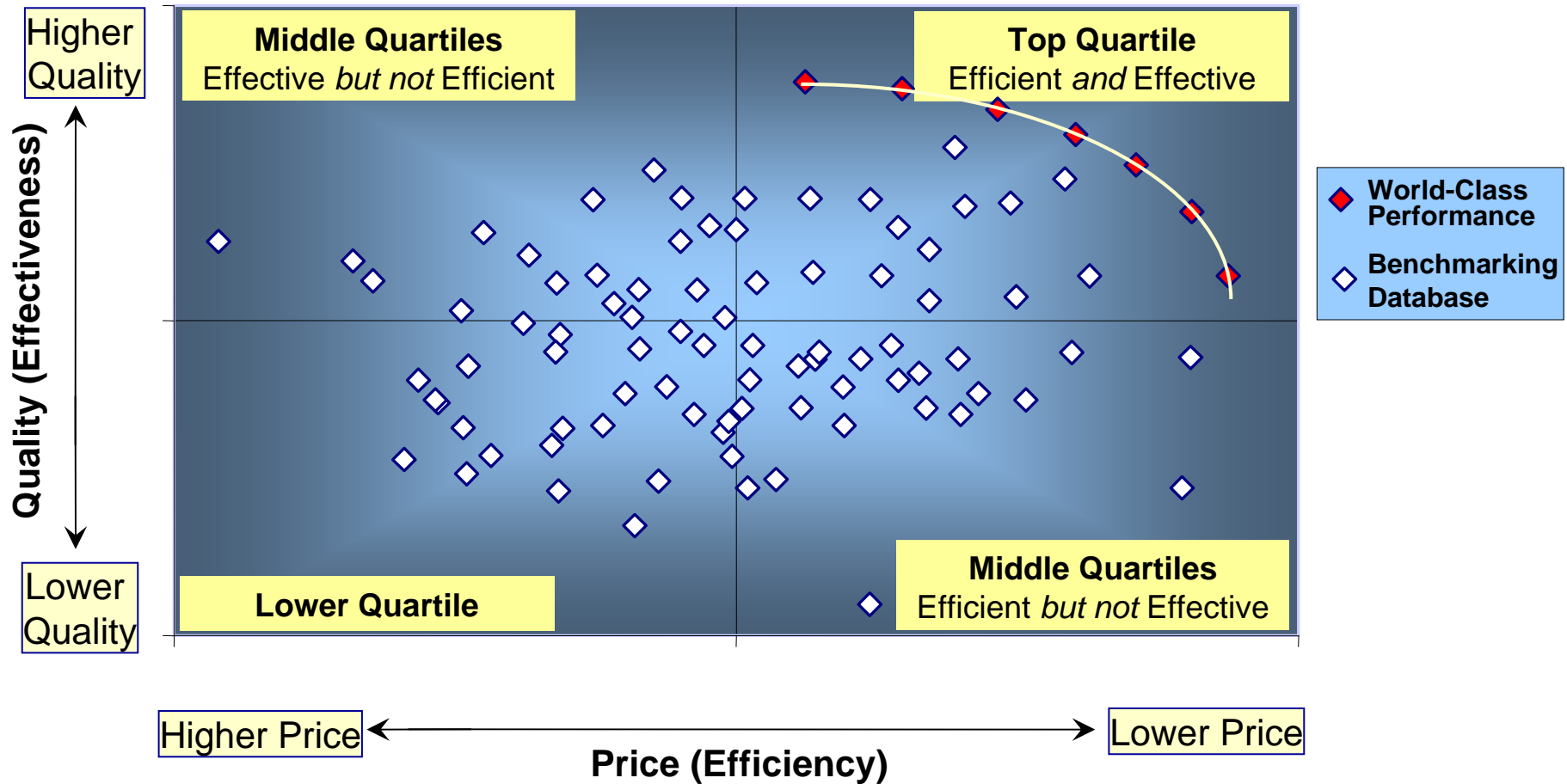
Service Level Metric	Quartile			
	1 (Top)	2	3	4 (Bottom)
Average Speed of Answer (seconds)	47 80	80 111	111 127	127 185
% Answered in 30 Seconds	79.8% 60.5%	60.5% 48.4%	48.4% 40.2%	40.2% 15.6%
Call Abandonment Rate	7.1% 10.5%	10.5% 13.0%	13.0% 16.1%	16.1% 28.3%

Call Handling Metric	Quartile			
	1 (Top)	2	3	4 (Bottom)
Inbound Contact Handle Time (minutes)	3.33 9.86	9.86 14.24	14.24 17.82	17.82 22.46
User Self-Serve Completion Rate	42.4% 11.1%	11.1% 2.7%	2.7% 0.0%	0.0% 0.0%



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Price vs. Quality for UK Service Desks





Benchmarking Scorecard and Rankings

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The Service Desk Scorecard: An Overview

- The Service Desk scorecard employs a methodology that produces a single, all-inclusive measure of Service Desk performance
- It combines price, quality, service level, and contact handling metrics into an overall performance indicator for an outsourced Service Desk
- Each score will range between 0 and 100%, and can be compared directly to the scores of other data records in the benchmark
- By computing an overall score on a monthly or quarterly basis, a Service Desk can track and trend its performance over time
- Charting and tracking the Service Desk score is an ideal way to ensure continuous improvement in a Service Desk!



The Service Desk Scorecard*

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Performance Metric	Metric Weighting	Performance Range		Your Performance*	Metric Score	Balanced Score
		Worst Case	Best Case			
Price per Minute of Handle Time	40.0%	£13.72	£4.13	£8.73	52.0%	20.8%
Customer Satisfaction	30.0%	31.4%	63.9%	48.5%	52.6%	15.8%
Net First Contact Resolution Rate	20.0%	31.0%	69.8%	50.4%	50.0%	10.0%
Average Speed of Answer	10.0%	185	47	109	55.4%	5.5%
Total	100.0%	N/A	N/A	N/A	N/A	52.1%

Step 1
Four critical performance metrics have been selected for the scorecard

Step 2
Each metric has been weighted according to its relative importance

Step 3
For each performance metric, the highest and lowest performance levels in the benchmark are recorded

Step 4*
Your actual performance for each metric is recorded in this column

Step 5
Your score for each metric is then calculated: (worst case – actual performance) / (worst case – best case) X 100

Step 6
Your balanced score for each metric is calculated: metric score X weighting

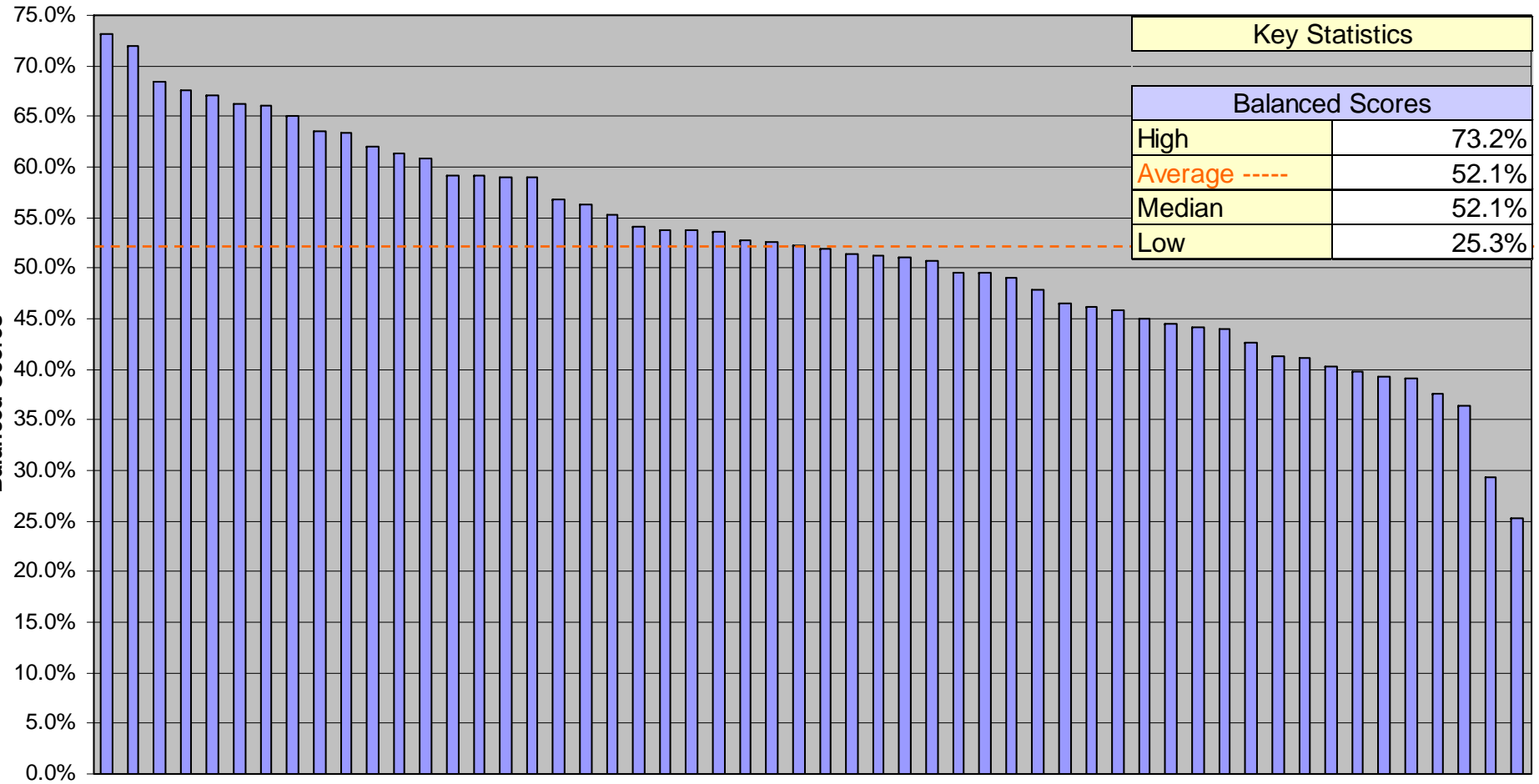
Database averages have been used in the "Your Performance" column to illustrate the mechanics of how the Scorecard is calculated.



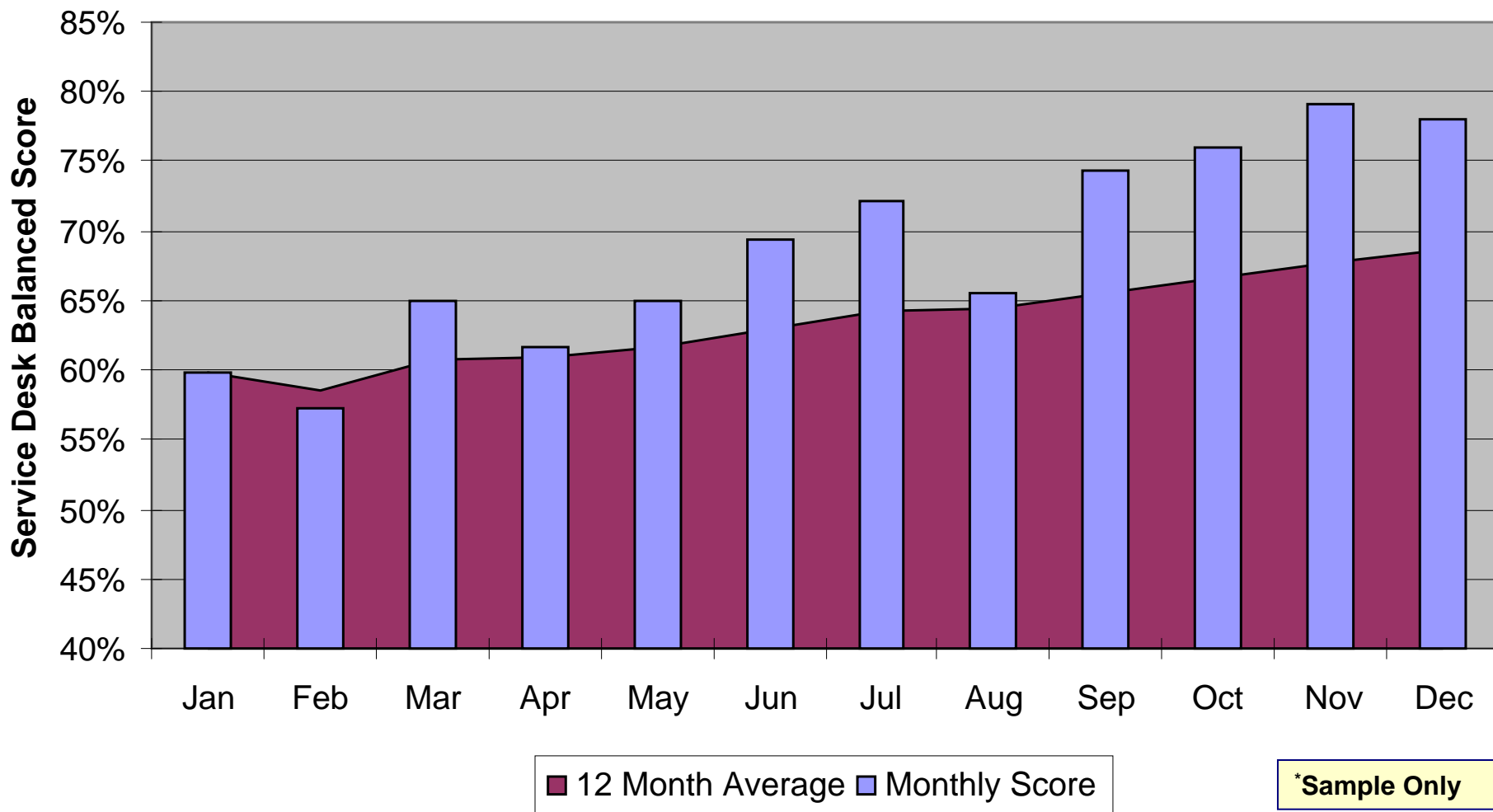
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Benchmark Rankings

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SAMPLE REPORT ONLY: DATA IS NOT ACCURATE! The Service Desk Scorecard is Used to Track and Trend Performance*



Scorecard Summary Data

- The next three pages illustrate the Balanced Score performance for each data record in the Benchmark
- The data records are listed in rank order, from best (record #21) to worst (record #23) based upon the balanced scores



Rankings by Balanced Score

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Scorecard Metrics						
Overall Ranking	Record Number	Price per Minute of Handle Time	Customer Satisfaction	Net First Contact Resolution Rate	Average Speed of Answer (seconds)	Total Balanced Score
1	21	£8.02	61.7%	64.1%	125	73.2%
2	17	£6.03	55.9%	63.0%	175	71.9%
3	33	£6.06	51.3%	57.3%	123	68.4%
4	35	£7.49	56.4%	48.1%	52	67.5%
5	36	£5.43	49.3%	53.0%	121	67.1%
6	43	£8.64	55.9%	58.7%	73	66.2%
7	18	£6.41	51.7%	53.5%	112	66.1%
8	15	£7.61	51.3%	65.9%	140	65.1%
9	12	£8.87	55.0%	57.3%	76	63.5%
10	20	£8.66	63.9%	40.0%	80	63.4%
11	30	£7.04	61.0%	43.5%	180	62.0%
12	48	£7.21	45.0%	57.3%	73	61.4%
13	31	£7.67	53.3%	55.6%	147	60.9%
14	40	£7.09	45.0%	57.2%	110	59.1%
15	3	£7.26	43.6%	59.2%	97	59.1%
16	53	£7.92	53.2%	51.9%	131	59.0%
17	22	£4.13	44.4%	34.7%	115	59.0%
18	39	£9.74	49.9%	57.7%	57	56.7%
19	4	£6.59	49.7%	43.7%	141	56.4%
20	34	£8.91	42.2%	60.5%	47	55.2%



Rankings by Balanced Score (contd.)

Scorecard Metrics						
Overall Ranking	Record Number	Price per Minute of Handle Time	Customer Satisfaction	Net First Contact Resolution Rate	Average Speed of Answer (seconds)	Total Balanced Score
21	52	£9.07	49.5%	55.8%	114	54.0%
22	45	£11.08	61.1%	43.4%	62	53.7%
23	8	£8.06	48.4%	55.9%	163	53.7%
24	16	£8.79	56.6%	39.9%	114	53.6%
25	27	£7.88	50.0%	50.4%	168	52.8%
26	2	£10.94	49.5%	65.1%	92	52.6%
27	49	£10.16	48.6%	59.1%	87	52.3%
28	10	£8.87	51.4%	41.0%	74	51.9%
29	50	£7.82	42.6%	63.0%	185	51.4%
30	5	£9.06	47.5%	47.6%	70	51.2%
31	9	£7.34	47.8%	35.4%	88	51.0%
32	41	£8.93	47.1%	51.0%	102	50.8%
33	6	£9.67	41.5%	69.4%	135	49.6%
34	25	£10.99	48.8%	56.7%	63	49.5%
35	44	£8.46	53.3%	40.4%	156	49.1%
36	24	£11.93	61.8%	43.3%	103	47.8%
37	32	£8.68	40.7%	53.7%	114	46.5%
38	13	£9.91	53.3%	40.5%	114	46.1%
39	51	£7.94	45.2%	37.1%	104	45.9%
40	1	£8.16	47.0%	38.4%	135	45.0%

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Rankings by Balanced Score (contd.)

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Scorecard Metrics						
Overall Ranking	Record Number	Price per Minute of Handle Time	Customer Satisfaction	Net First Contact Resolution Rate	Average Speed of Answer (seconds)	Total Balanced Score
41	42	£7.28	42.6%	36.7%	124	44.6%
42	29	£10.61	42.0%	64.5%	127	44.2%
43	7	£9.63	44.0%	50.5%	113	44.0%
44	37	£10.62	47.2%	46.5%	86	42.7%
45	26	£9.35	47.1%	38.3%	118	41.3%
46	47	£7.81	38.1%	42.4%	123	41.2%
47	19	£11.70	37.5%	69.8%	100	40.2%
48	46	£10.07	42.9%	42.5%	75	39.7%
49	28	£12.29	49.5%	46.8%	68	39.3%
50	11	£9.41	47.1%	31.0%	94	39.1%
51	54	£8.43	40.6%	34.1%	109	37.7%
52	38	£6.82	31.4%	42.4%	161	36.4%
53	14	£13.38	40.6%	54.0%	80	29.4%
54	23	£13.72	37.3%	52.4%	63	25.3%
Key Statistics	Average	£8.73	48.5%	50.4%	109	52.1%
	Max	£13.72	63.9%	69.8%	185	73.2%
	Min	£4.13	31.4%	31.0%	47	25.3%
	Median	£8.65	48.5%	51.5%	111	52.1%



Rank Ordering of Scorecard KPI's

- The next three pages show the ranking of each KPI in the scorecard
- Each KPI is listed in rank order, from best (top row), to worst (bottom row)



Rank Ordering of Scorecard KPI's

Scorecard Metrics					
KPI Rankings	Price per Minute of Handle Time	Customer Satisfaction	Net First Contact Resolution Rate	Average Speed of Answer (seconds)	Total Balanced Score
1	£4.13	63.9%	69.8%	47	73.2%
2	£5.43	61.8%	69.4%	52	71.9%
3	£6.03	61.7%	65.9%	57	68.4%
4	£6.06	61.1%	65.1%	62	67.5%
5	£6.41	61.0%	64.5%	63	67.1%
6	£6.59	56.6%	64.1%	63	66.2%
7	£6.82	56.4%	63.0%	68	66.1%
8	£7.04	55.9%	63.0%	70	65.1%
9	£7.09	55.9%	60.5%	73	63.5%
10	£7.21	55.0%	59.2%	73	63.4%
11	£7.26	53.3%	59.1%	74	62.0%
12	£7.28	53.3%	58.7%	75	61.4%
13	£7.34	53.3%	57.7%	76	60.9%
14	£7.49	53.2%	57.3%	80	59.1%
15	£7.61	51.7%	57.3%	80	59.1%
16	£7.67	51.4%	57.3%	86	59.0%
17	£7.81	51.3%	57.2%	87	59.0%
18	£7.82	51.3%	56.7%	88	56.7%
19	£7.88	50.0%	55.9%	92	56.4%
20	£7.92	49.9%	55.8%	94	55.2%

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Rank Ordering of Scorecard KPI's (contd.)

Scorecard Metrics					
KPI Rankings	Price per Minute of Handle Time	Customer Satisfaction	Net First Contact Resolution Rate	Average Speed of Answer (seconds)	Total Balanced Score
21	£7.94	49.7%	55.6%	97	54.0%
22	£8.02	49.5%	54.0%	100	53.7%
23	£8.06	49.5%	53.7%	102	53.7%
24	£8.16	49.5%	53.5%	103	53.6%
25	£8.43	49.3%	53.0%	104	52.8%
26	£8.46	48.8%	52.4%	109	52.6%
27	£8.64	48.6%	51.9%	110	52.3%
28	£8.66	48.4%	51.0%	112	51.9%
29	£8.68	47.8%	50.5%	113	51.4%
30	£8.79	47.5%	50.4%	114	51.2%
31	£8.87	47.2%	48.1%	114	51.0%
32	£8.87	47.1%	47.6%	114	50.8%
33	£8.91	47.1%	46.8%	114	49.6%
34	£8.93	47.1%	46.5%	115	49.5%
35	£9.06	47.0%	43.7%	118	49.1%
36	£9.07	45.2%	43.5%	121	47.8%
37	£9.35	45.0%	43.4%	123	46.5%
38	£9.41	45.0%	43.3%	123	46.1%
39	£9.63	44.4%	42.5%	124	45.9%
40	£9.67	44.0%	42.4%	125	45.0%

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Rank Ordering of Scorecard KPI's (contd.)

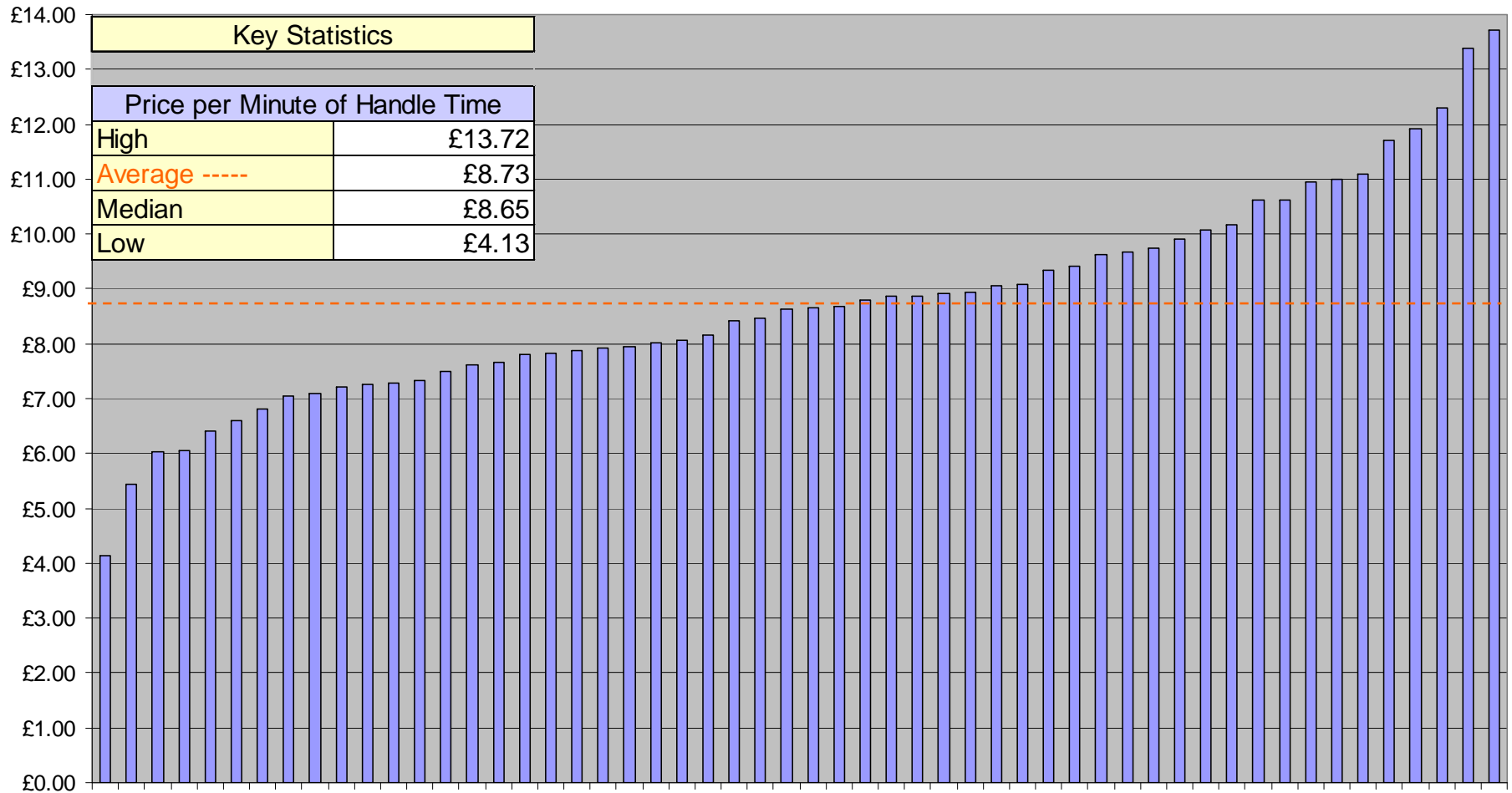
Scorecard Metrics					
KPI Rankings	Price per Minute of Handle Time	Customer Satisfaction	Net First Contact Resolution Rate	Average Speed of Answer (seconds)	Total Balanced Score
41	£9.74	43.6%	42.4%	127	44.6%
42	£9.91	42.9%	41.0%	131	44.2%
43	£10.07	42.6%	40.5%	135	44.0%
44	£10.16	42.6%	40.4%	135	42.7%
45	£10.61	42.2%	40.0%	140	41.3%
46	£10.62	42.0%	39.9%	141	41.2%
47	£10.94	41.5%	38.4%	147	40.2%
48	£10.99	40.7%	38.3%	156	39.7%
49	£11.08	40.6%	37.1%	161	39.3%
50	£11.70	40.6%	36.7%	163	39.1%
51	£11.93	38.1%	35.4%	168	37.7%
52	£12.29	37.5%	34.7%	175	36.4%
53	£13.38	37.3%	34.1%	180	29.4%
54	£13.72	31.4%	31.0%	185	25.3%
Average	£8.73	48.5%	50.4%	109	52.1%
Max	£13.72	63.9%	69.8%	185	73.2%
Min	£4.13	31.4%	31.0%	47	25.3%
Median	£8.65	48.5%	51.5%	111	52.1%

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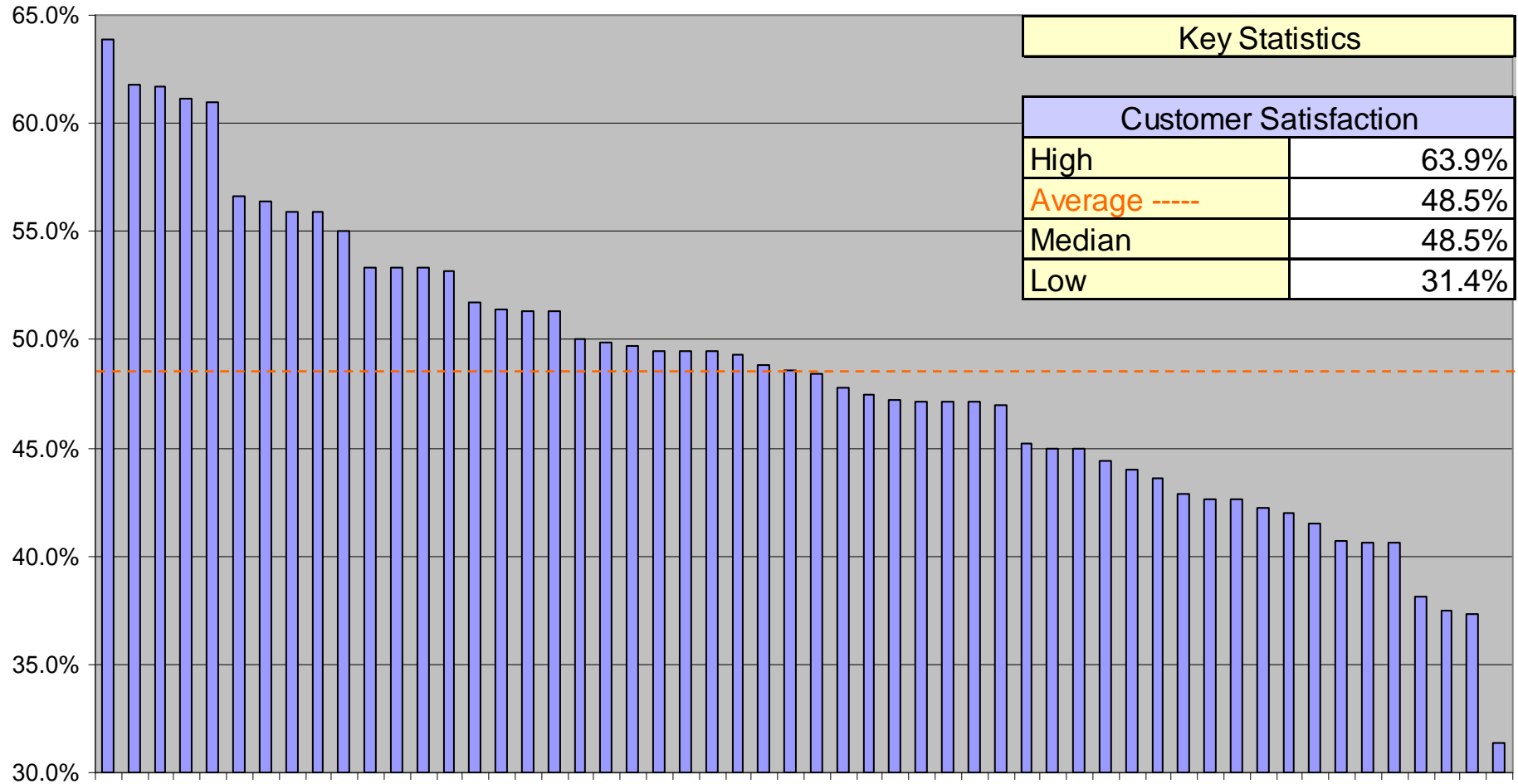
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Scorecard Metrics: Price per Minute of Handle Time



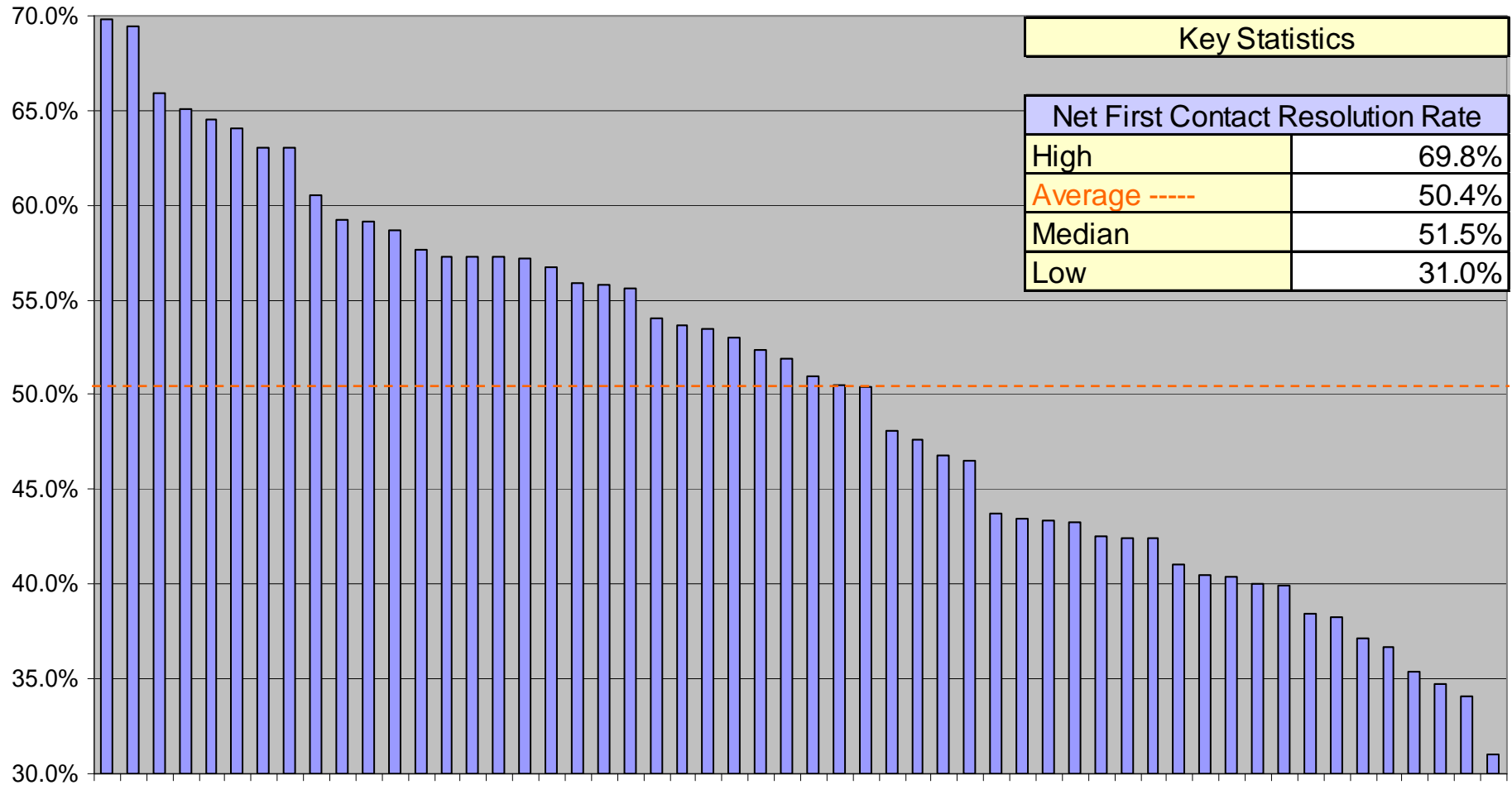
Scorecard Metrics: Customer Satisfaction

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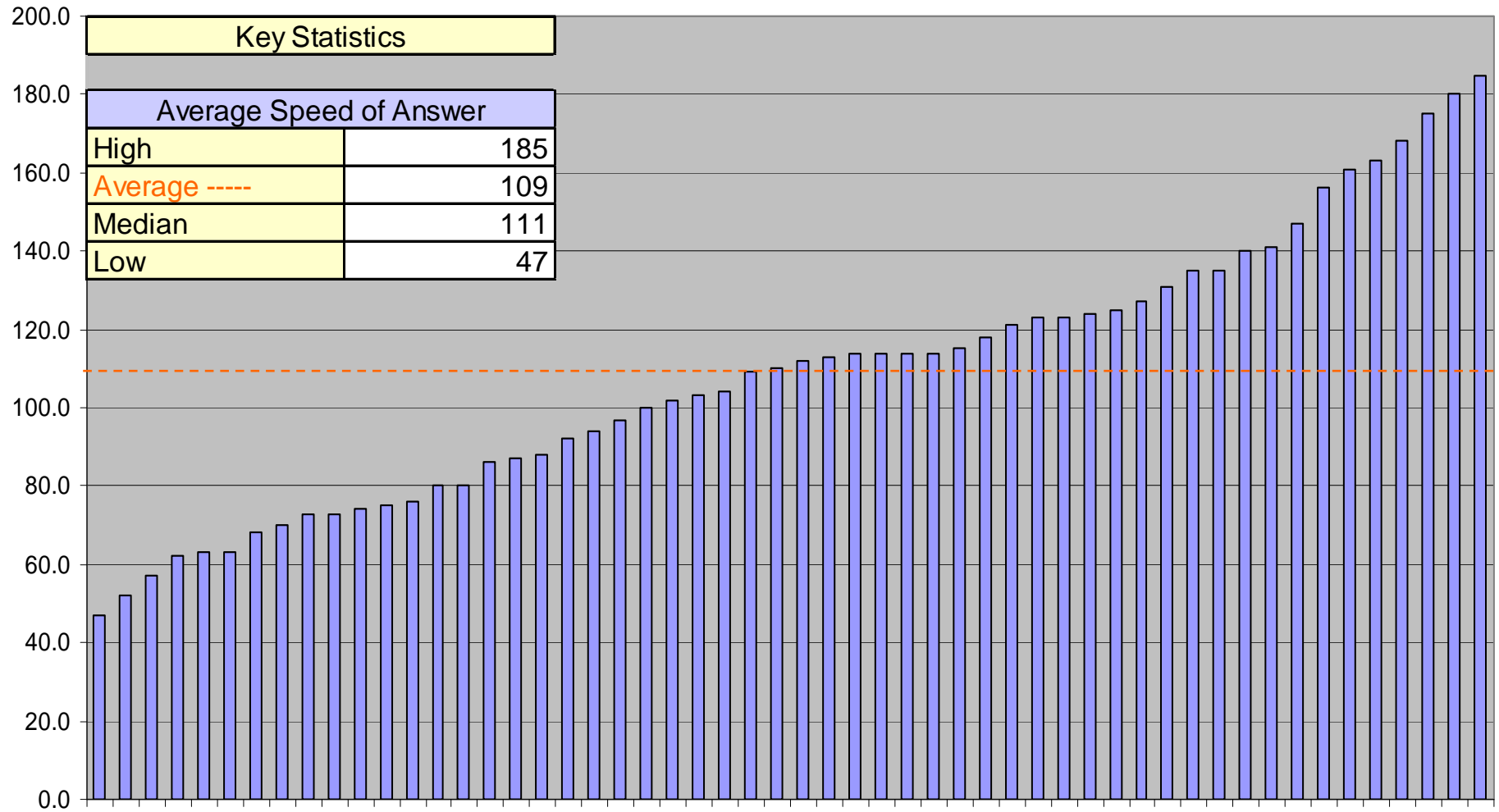
Scorecard Metrics: Net First Contact Resolution Rate

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Scorecard Metrics: Average Speed of Answer

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Detailed Benchmarking Data

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Price and Cost Metrics

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Price Metrics: Price per Inbound Contact

Definition

Price per Inbound Contact is the amount paid to the outsourcer for each inbound contact handled. It is typically calculated by dividing the annual fee paid to the outsourcer by the annual inbound contact volume. Contact volume includes contacts from all sources: live voice, voice mail, Email, web, fax, etc.

Why it's Important

Price per Inbound Contact is one of the most important Service Desk metrics. It is a measure of contract efficiency and effectiveness with your outsourcer. A higher than average Price per Inbound Contact is not necessarily a bad thing, particularly if accompanied by higher than average quality levels. Conversely, a low Price per Inbound Contact is not necessarily good, particularly if the low price is achieved by sacrificing Customer Satisfaction or service levels. Every outsourced Service Desk should track and trend Price per Inbound Contact on an ongoing basis.

Key Correlations

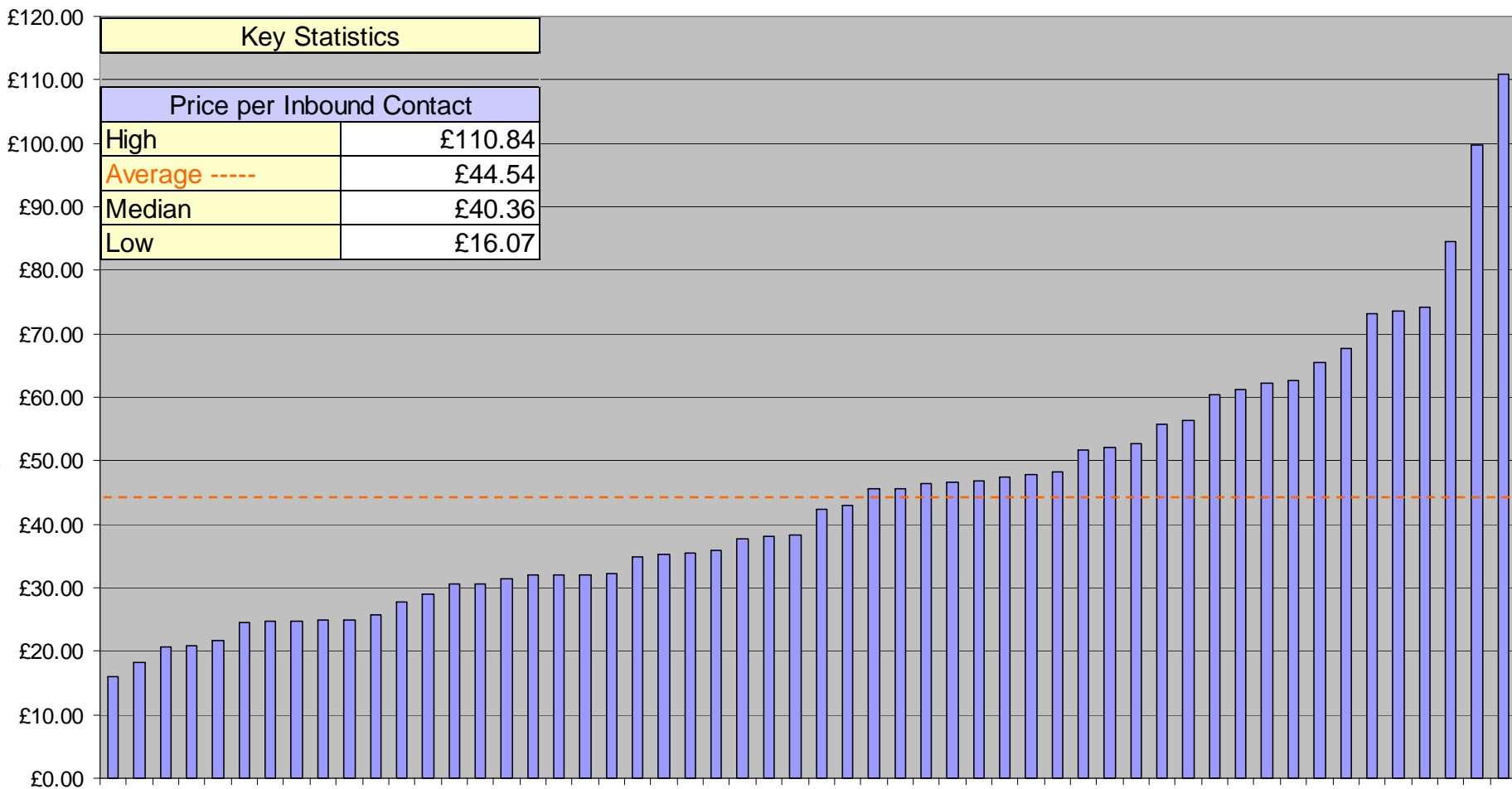
Price per Inbound Contact is strongly correlated with the following metrics:

- Agent Utilization
- Net First Contact resolution rate
- Inbound Contact Handle Time
- User Self-Service Completion Rate
- Average Speed of Answer



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Price Metrics: Price per Inbound Contact



Price Metrics: Price per Minute of Handle Time

Definition

Price per Minute of Handle Time is simply the Price per Contact divided by the average Inbound Contact Handle Time.

Why it's Important

Unlike Price per Contact, which does not take into account the Contact Handle Time or call complexity, Price per Minute of Handle Time is a measure of the per minute price paid to your outsourcer for providing technical support. It enables a more direct comparison of price between service desks and outsourcers because it is independent of the types of calls that come into the service desk and the complexity of those calls.

Key Correlations

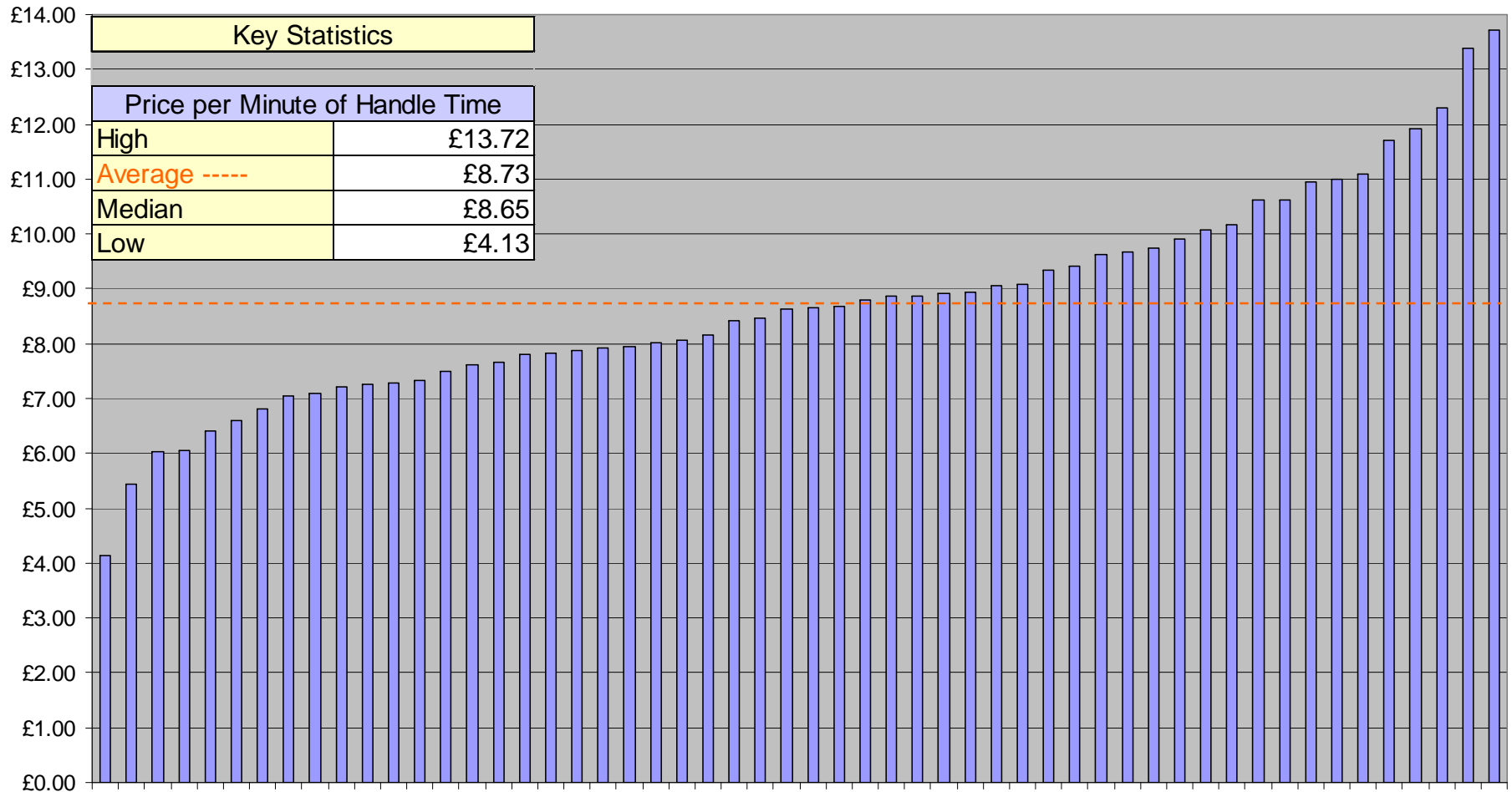
Price per Minute of Handle Time is strongly correlated with the following metrics:

- Agent Utilization
- Net First Contact Resolution Rate
- User Self-Service Completion Rate
- Average Speed of Answer



Price Metrics: Price per Minute of Handle Time

SAMPLE REPORT ONLY: DATA IS NOT ACCURATE!
Price per minute of Handle Time



Cost Metrics: Net Level 1 Resolution Rate

Definition

Net Level 1 Resolution Rate is the number of incidents resolved in the Service Desk, divided by all incidents that can *potentially* be resolved at the Service Desk. Any incident that is pushed out to another support level (Desktop Support, Level 2 IT support, Vendor Support, etc.) is, by definition, not resolved at Level 1. Incidents that cannot be resolved at Level 1, such as a hardware failure, do not count in the Net Level 1 Resolution Rate. MetricNet considers this a cost metric since it has a strong impact on Total Cost of Ownership for end-user support

Why it's Important

Net Level 1 Resolution is a measure of the overall competency of the Service Desk, and is a proxy for Total Cost of Ownership (TCO). A high Level 1 Resolution Rate helps to minimize TCO because each contact that is resolved at Level 1 avoids a higher cost of resolution at Level n (IT, Desktop Support, Vendor Support, etc.). Service Desks can improve their Level 1 Resolution Rates through training, and investments in certain technologies such as remote diagnostic tools, and knowledge management systems.

Key Correlations

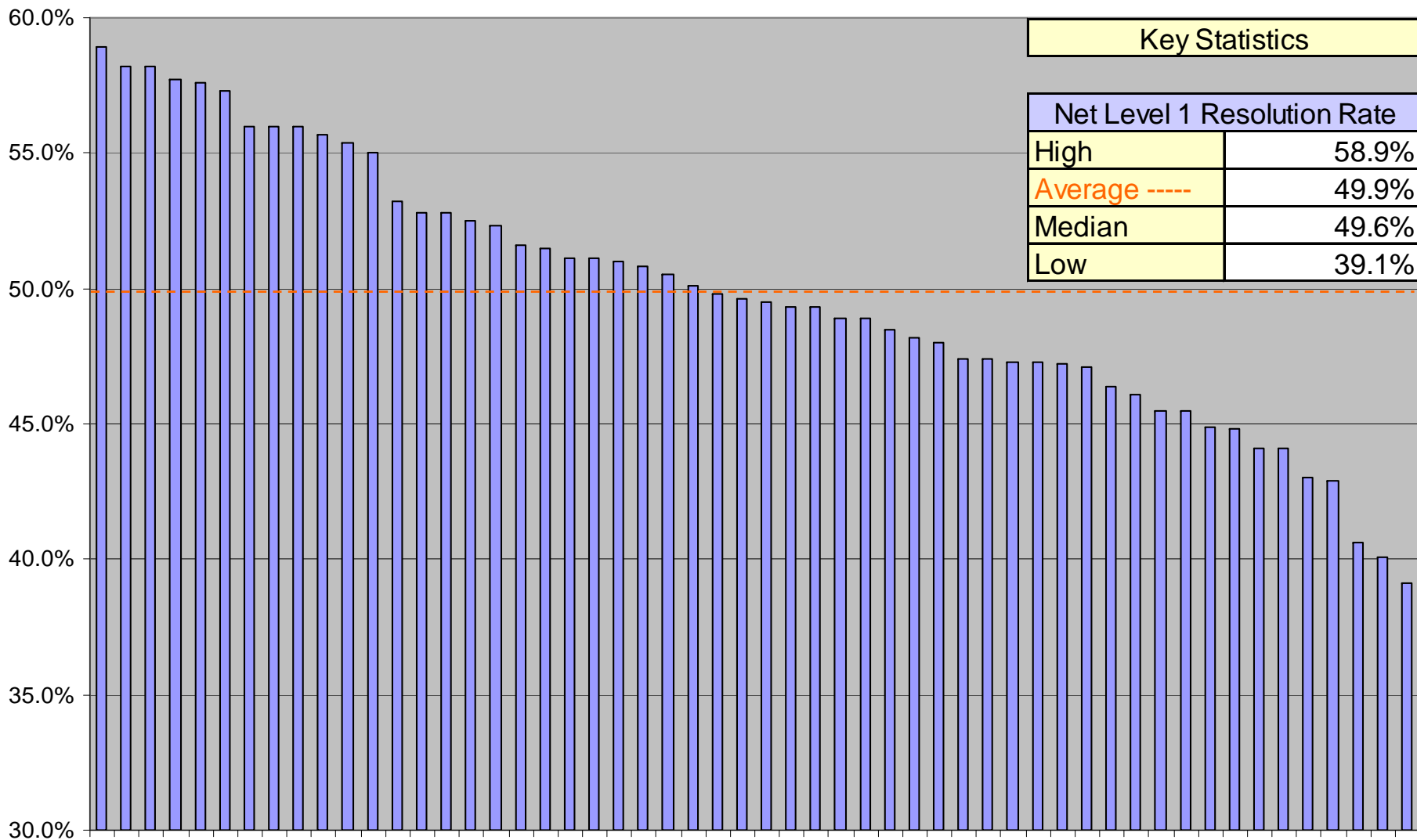
Net Level 1 Resolution is strongly correlated with the following metrics:

- Net First Contact Resolution Rate
- New Agent Training Hours
- Annual Agent Training Hours
- Price per Inbound Contact
- Total Cost of Ownership



Cost Metrics: Net Level 1 Resolution Rate

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Quality Metrics

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Quality Metrics: Customer Satisfaction

Definition

Customer Satisfaction is the percentage of customers who are either satisfied or very satisfied with their Service Desk experience. This metric can be captured in a numbers of ways including automatic after-call IVR surveys, follow-up outbound (live Agent) calls, Email surveys, postal surveys, etc.

Why it's Important

Customer Satisfaction is the single most important measure of Service Desk quality. Any successful Service Desk will have consistently high Customer Satisfaction ratings. Some Service Desk managers are under the impression that a low Price per Inbound Contact may justify a lower level of Customer Satisfaction. But this is not true. MetricNet's research shows that even Service Desk's with a very low Price per Inbound Contact can achieve consistently high Customer Satisfaction ratings.

Key Correlations

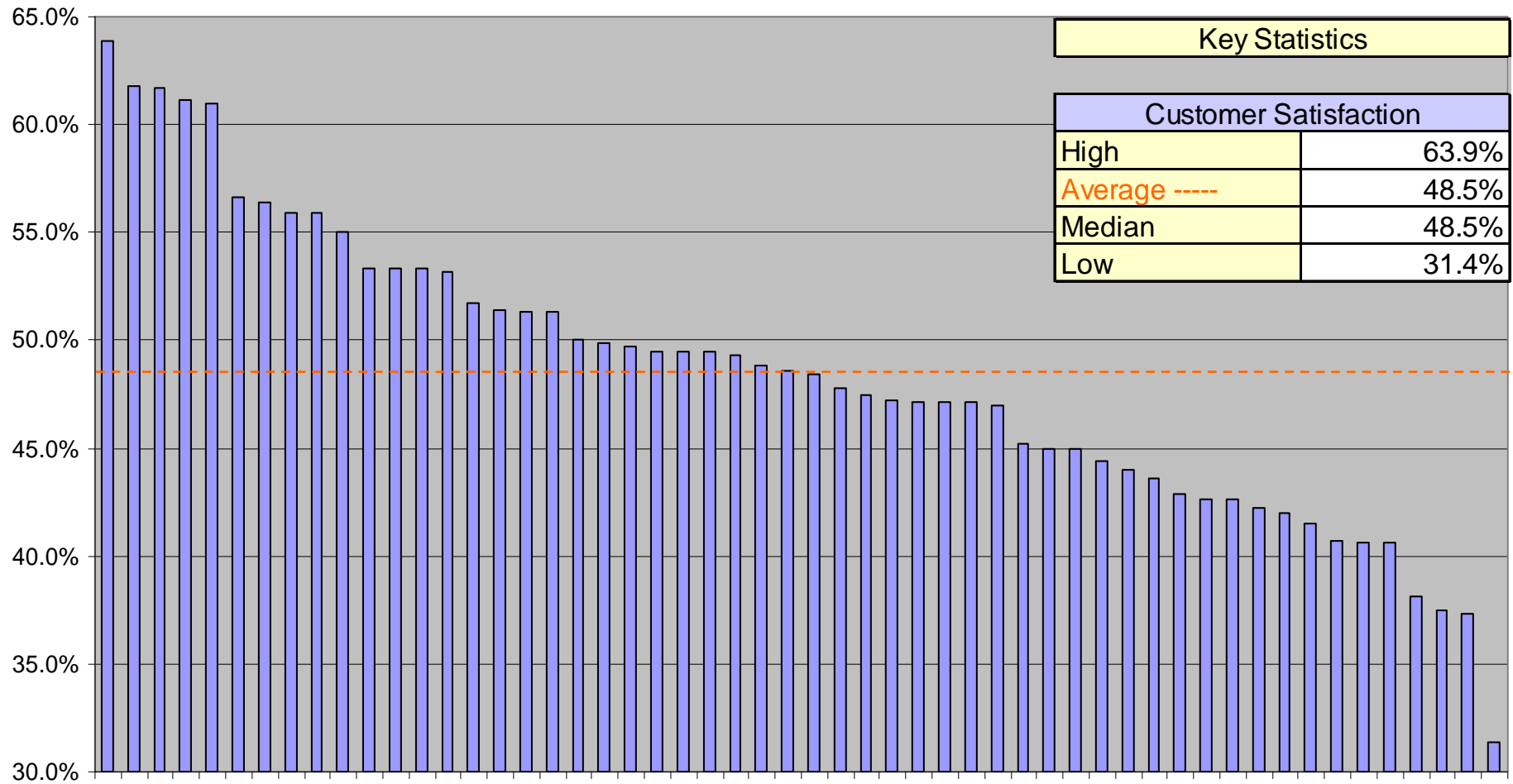
Customer Satisfaction is strongly correlated with the following metrics:

- Net First Contact Resolution Rate
- Call Quality



Quality Metrics: Customer Satisfaction

SAMPLE REPORT ONLY: DATA IS NOT ACCURATE!
Customer Satisfaction



Quality Metrics: Net First Contact Resolution Rate

Definition

Net First Contact Resolution applies only to live (telephone) contacts. It is the percentage 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 cannot be resolved on first contact, such as a hardware break/fix, are not included in the denominator of Net First Contact Resolution Rate. Calls that require a customer callback, or are otherwise unresolved on the first contact for any reason, do not qualify for Net First Contact Resolution. For email contacts, some Service Desks consider an email resolved on first contact if the customer receives a resolution within one hour of submitting the email.

Why it's Important

Net First Contact Resolution is the single biggest driver of Customer Satisfaction. A high Net First Contact Resolution Rate is almost always associated with high levels of Customer Satisfaction. Service Desks that emphasize training (i.e., high training hours for new and veteran Agents), and have good technology tools, such as remote diagnostic capability and knowledge management, generally enjoy a higher than average Net First Contact Resolution Rate.

Key Correlations

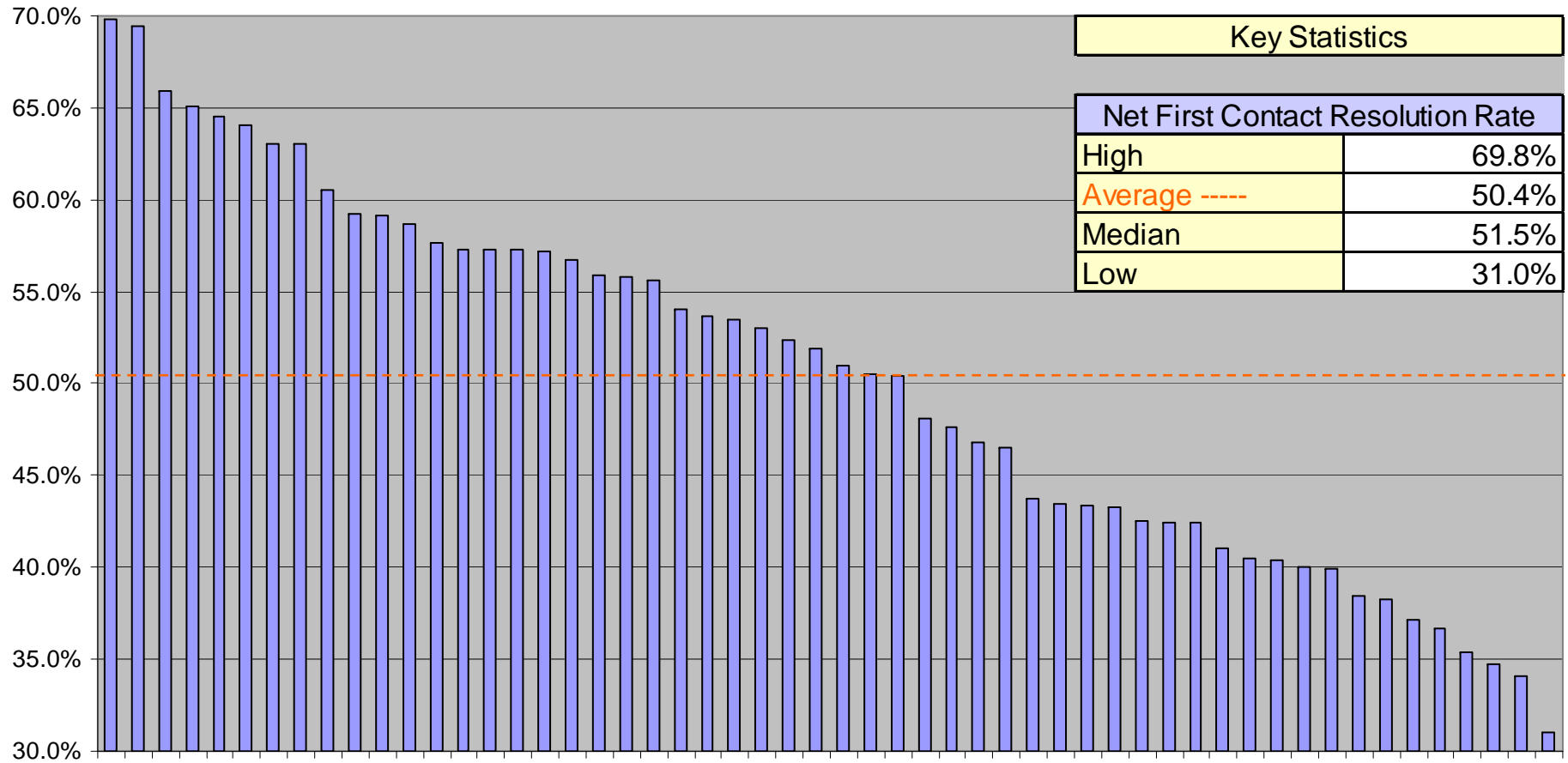
Net First Contact Resolution is strongly correlated with the following metrics:

- Customer Satisfaction
- Net Level 1 Resolution Rate
- New Agent Training Hours
- Annual Agent Training Hours
- Inbound Contact Handle Time



SAMPLE REPORT ONLY: DATA IS NOT ACCURATE!

Quality Metrics: Net First Contact Resolution Rate



Quality Metrics: Call Quality

Definition

Although there is no consistent methodology for measuring Call Quality in the Service Desk industry, most Service Desks have developed their own scoring system for grading the quality of a call. Most will measure call quality on a scale of 0 to 100%, and include such things as Agent courtesy, professionalism, empathy, timeliness of resolution, quality of resolution, following the script, etc. in their Call Quality evaluations

Why it's Important

Call Quality is the cornerstone of Customer Satisfaction. Good Call Quality takes into account Agent knowledge and expertise, call efficiency (i.e. Call Handle Time), and Agent courtesy and professionalism. Unless Call Quality is consistently high, it is difficult to achieve consistently high levels of Customer Satisfaction. When measured properly, Call Quality and Customer Satisfaction should track fairly closely.

Key Correlations

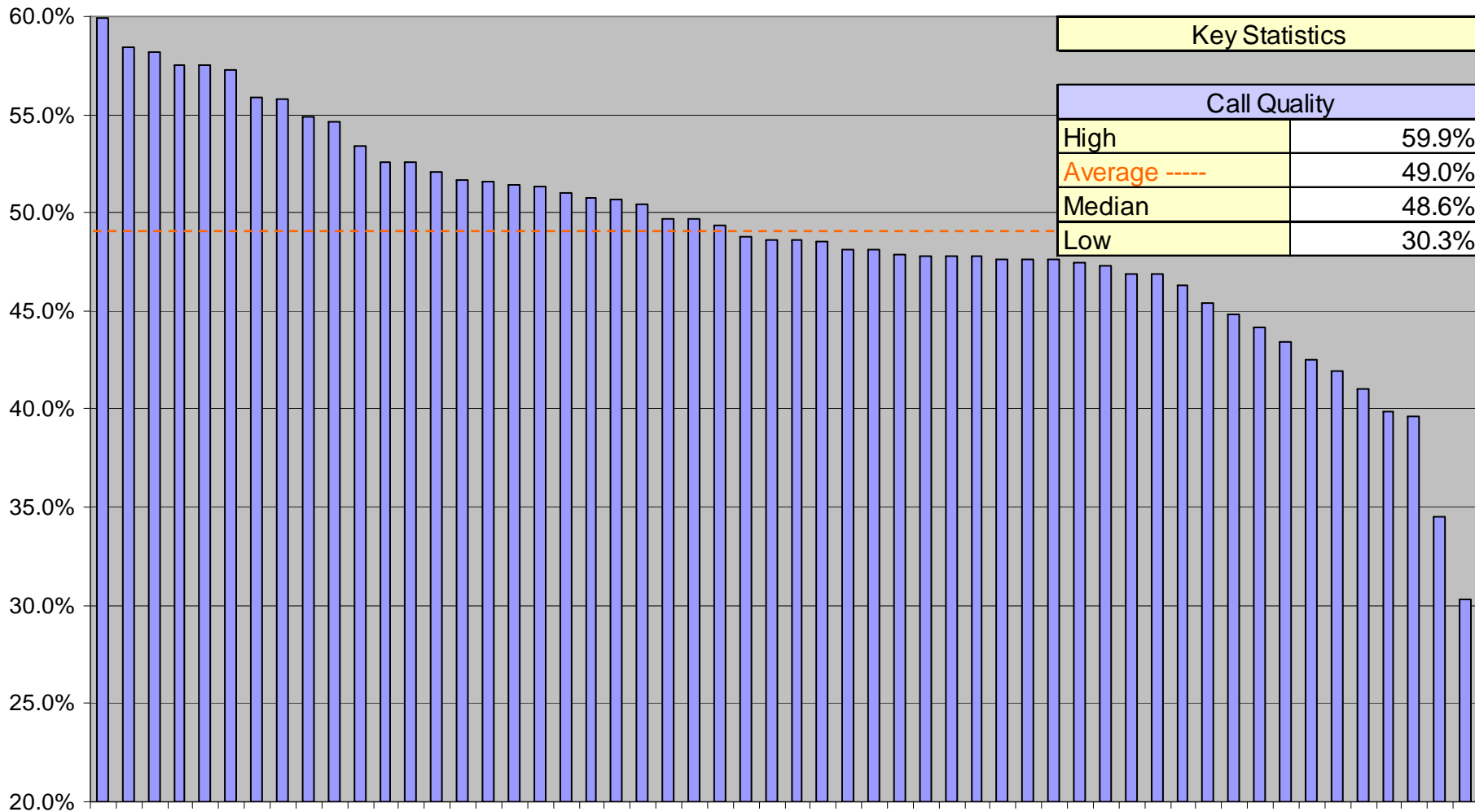
Call Quality is strongly correlated with the following metrics:

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



Quality Metrics: Call Quality

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Service Level Metrics

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Service Level Metrics: Average Speed of Answer (ASA)

Definition

Average Speed of Answer is the total wait time that callers are in queue, divided by the number of calls handled. This includes both IVR-handled calls as well as calls handled by a live Agent. Most ACD systems provide this number.

Why it's Important

ASA is a common service level metric in the Service Desk industry. It is an indication of how responsive a Service Desk is to incoming calls. Since most Service Desks have an ASA service level target, the ASA is tracked to ensure service level compliance.

Key Correlations

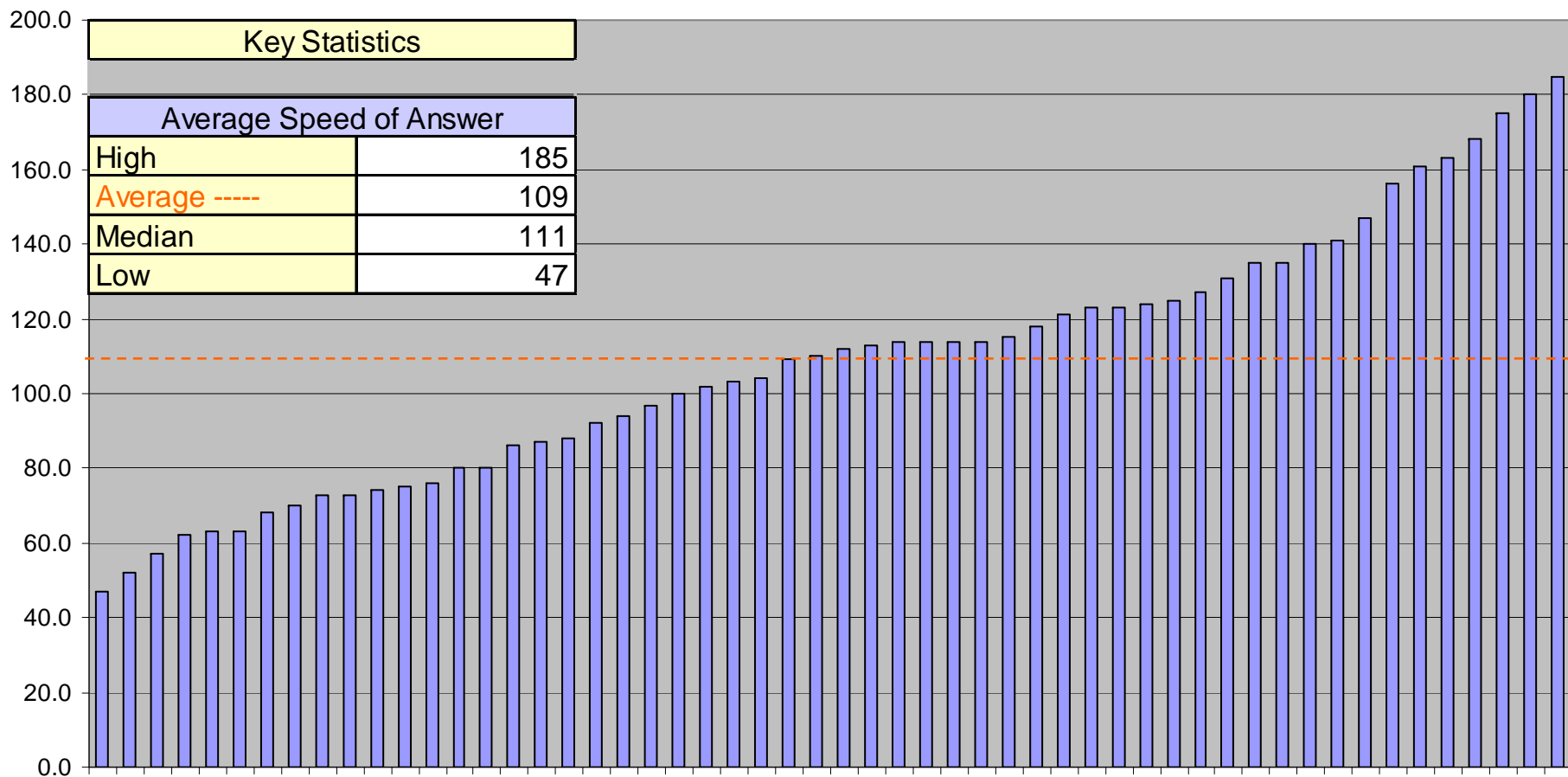
Average Speed of Answer is strongly correlated with the following metrics:

- Call Abandonment Rate
- Percentage of Calls Answered in 30 Seconds
- Agent Utilization



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Service Level Metrics: Average Speed of Answer



Service Level Metrics: % of Calls Answered in 30 Seconds

Definition

This metric is fairly self explanatory. It is the percentage of all incoming 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 within 60 seconds, MetricNet uses a conversion formula to calculate the equivalent percentage of calls answered within 30 seconds.

Why it's Important

The percentage of calls answered within 30 seconds is a common service level metric in the industry. It is an indication of how responsive a Service Desk is to incoming calls. Many Service Desks have a service level target for the percentage of calls answered within 30 seconds, so the metric is tracked to ensure service level compliance.

Key Correlations

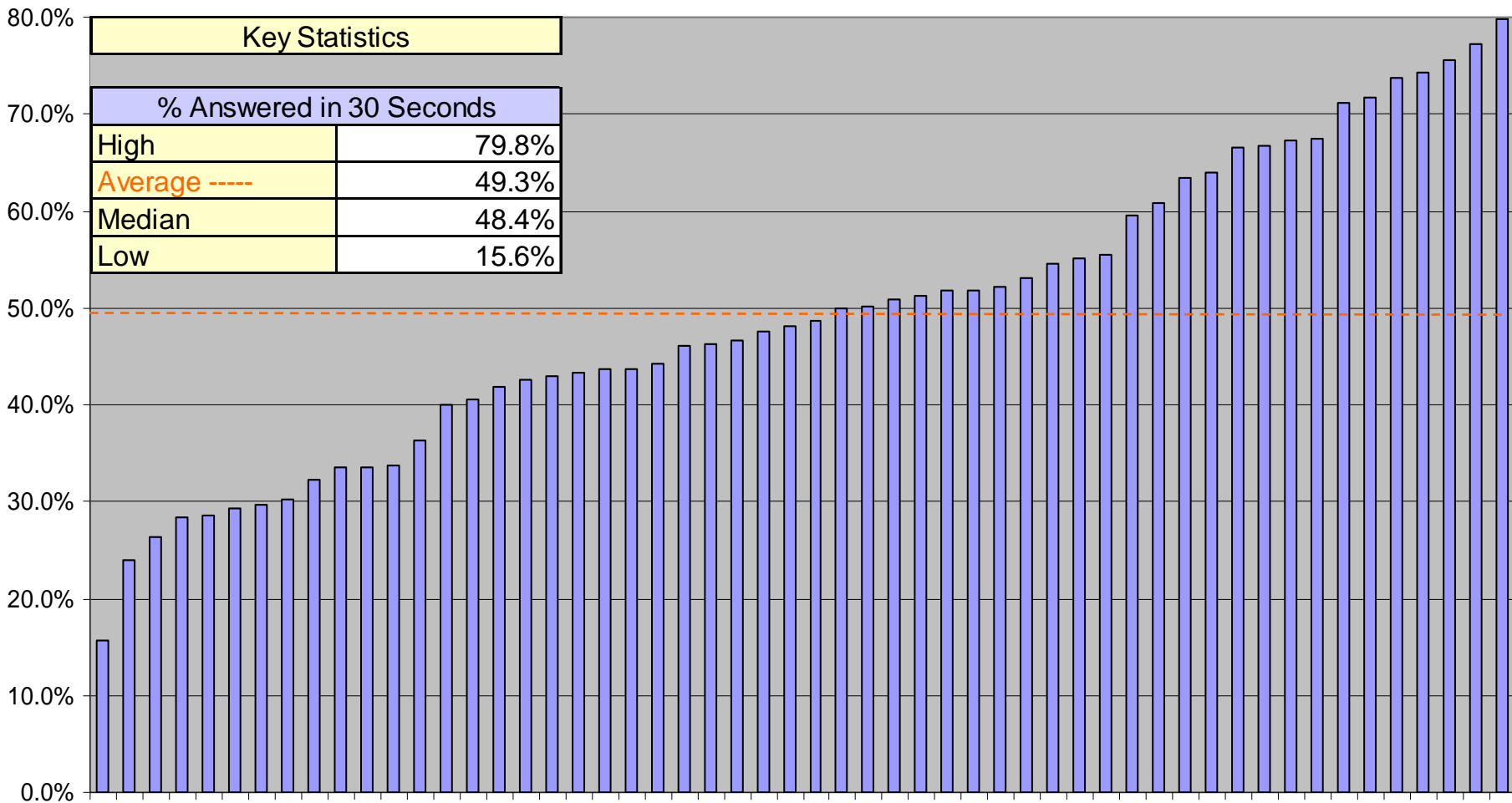
The Percentage of Calls Answered Within 30 Seconds is strongly correlated with the following metrics:

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



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Service Level Metrics: % of Calls Answered in 30 seconds



Service Level Metrics: 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.

Why it's Important

Call abandonment rate is a common service level metric in the Service Desk industry. An abandoned call is an indication that a caller has given up, and hung up the phone before receiving service from a live Agent or from an IVR. Since most Service Desks have an abandonment rate service level target, the call abandonment rate is tracked to ensure service level compliance.

Key Correlations

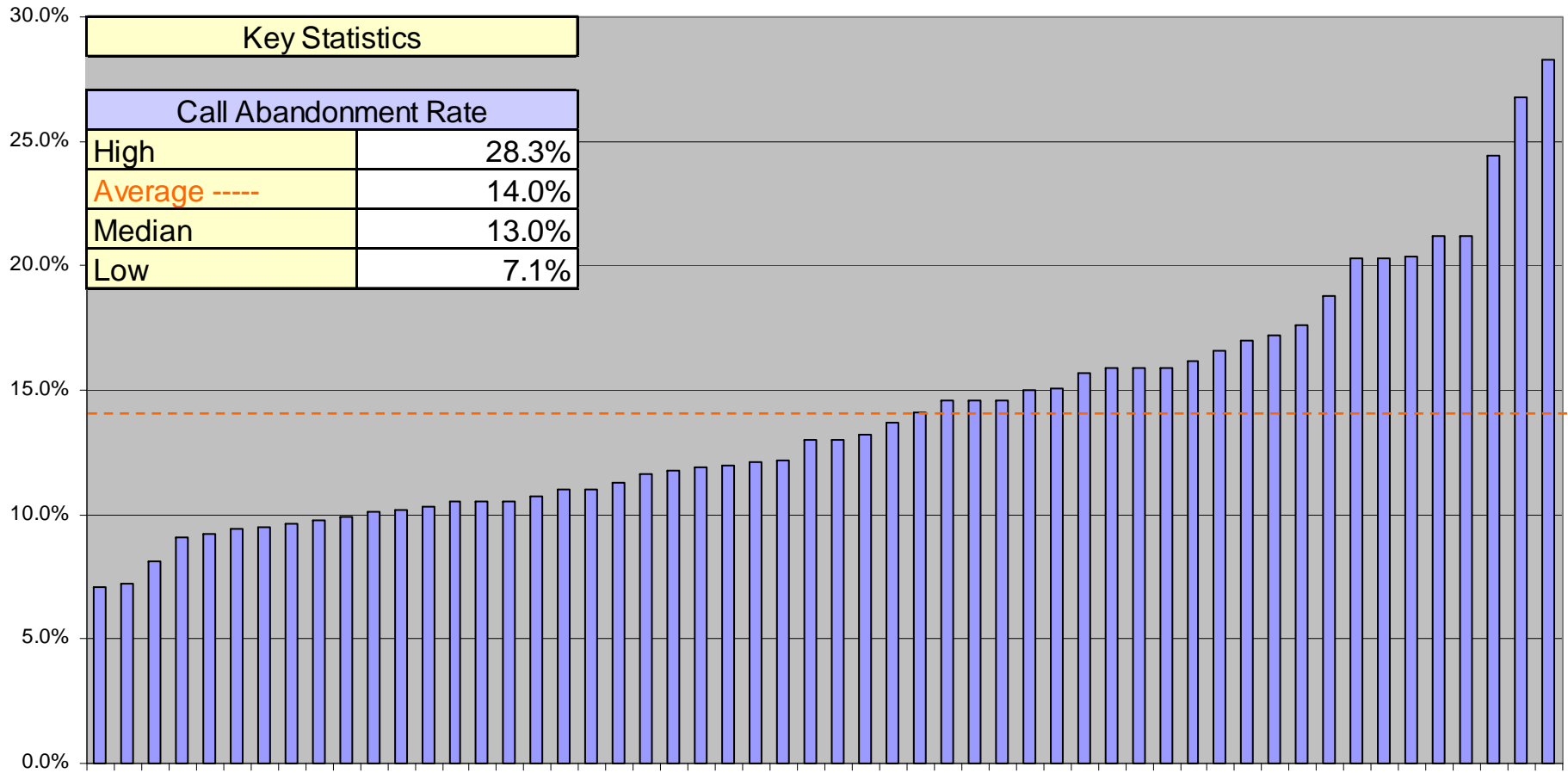
Call Abandonment Rate is strongly correlated with the following metrics:

- Average Speed of Answer
- Percentage of Calls Answered in 30 Seconds
- Agent Utilization



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Service Level Metrics: Call Abandonment Rate





Contact Handling Metrics

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Contact Handling Metrics: Inbound Contact Handle Time

Definition

Inbound Contact Handle Time for a live (telephone) contact is the average time that an Agent spends on the contact, including Talk Time, wrap time, and After Call Work Time. For non-live contacts, such as Email, voice mail, and faxes, the Inbound Contact Handle Time is the average time that an Agent spends resolving the contact.

Why it's Important

A contact is the basic unit of work in a Service Desk. Contact Handle Time, therefore, represents the amount of labor required to complete one unit of work.

Key Correlations

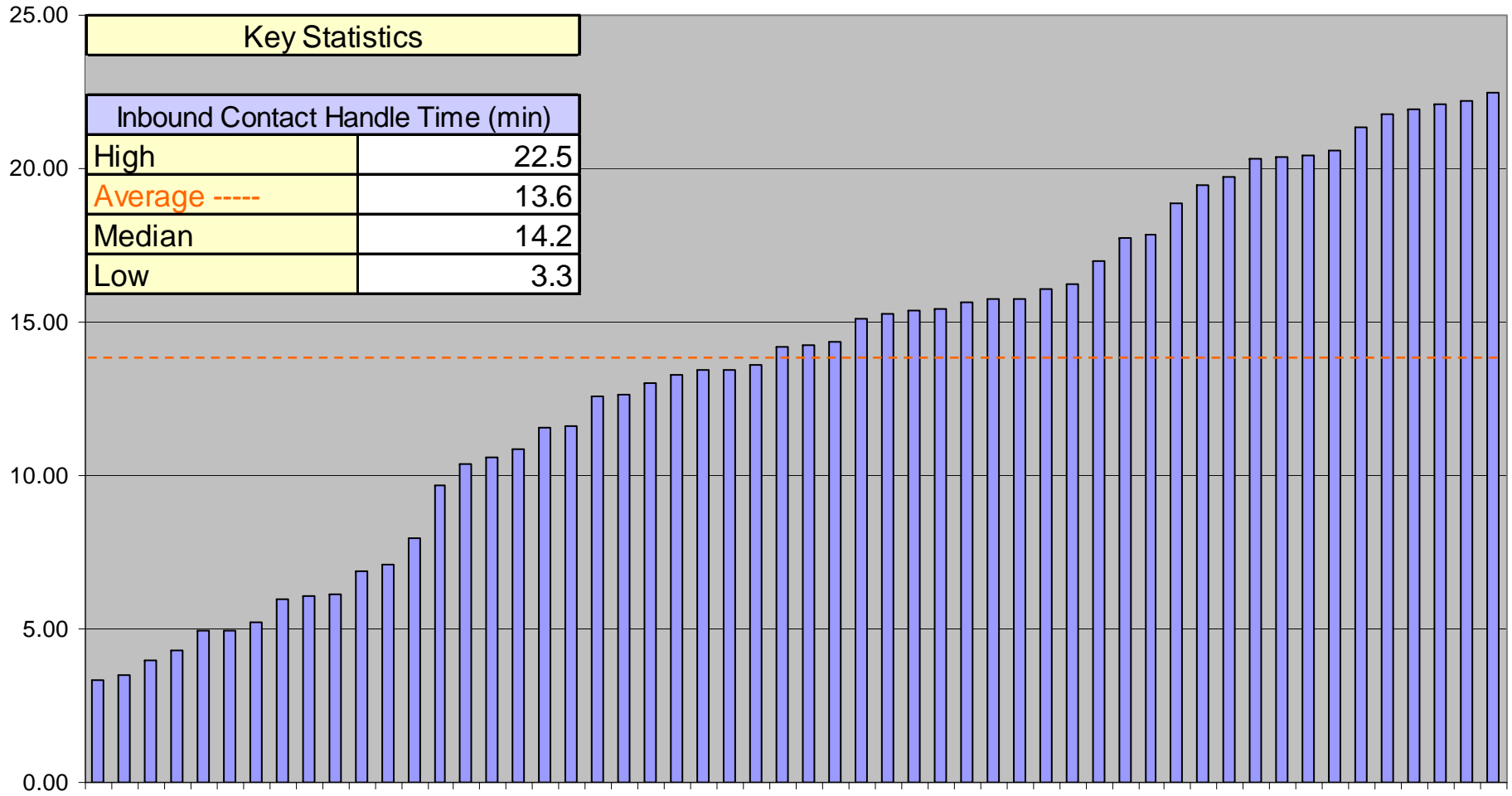
Inbound Contact Handle Time is strongly correlated with the following metrics:

- Price per Inbound Contact
- Price per Minute of Handle Time
- Net First Contact Resolution Rate



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Contact Handling Metrics: Inbound Contact Handle Time



Contact Handling Metrics: User Self-Service Completion Rate

Definition

The User Self-Service Completion Rate is the percentage of incidents that are resolved by the user without the assistance of a live agent. These could include contacts that are resolved within the IVR (e.g., automated password resets), and incidents that are resolved by the user through a self-help portal. A user who opts out of the IVR or self-help session to speak with a live agent does not count as User Self-Service because the user did not obtain a resolution for their issue before speaking with a live agent.

Why it's Important

The Cost per Contact for self-serve contacts is significantly lower than it is for Agent assisted calls. By increasing the number of contacts resolved through self-service, the average Cost per Inbound Contact can be reduced significantly. Many Service Desks, recognizing the potential to reduce their costs, constantly strive to increase their Self-Serve Completion Rates.

Key Correlations

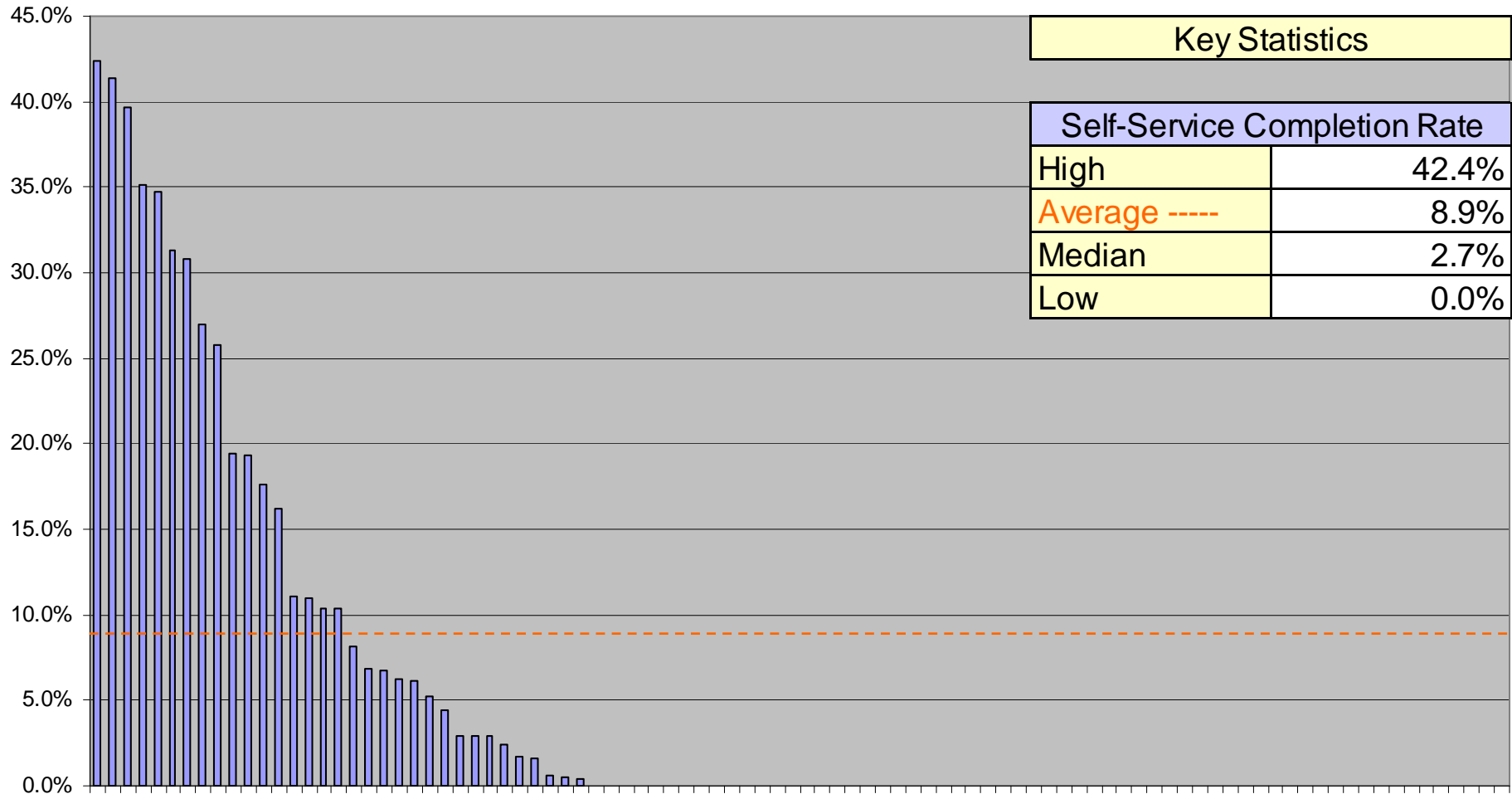
User Self-Service Completion Rate is strongly correlated with the following metrics:

- Price per Inbound Contact



Contact Handling Metrics: User Self-Service Completion Rate

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Key Statistics	
Self-Service Completion Rate	
High	42.4%
Average -----	8.9%
Median	2.7%
Low	0.0%





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Benchmarking is MetricNet's Core Business

Information Technology

- Service Desk
- Desktop Support
- Customer Satisfaction

Call Centers

- Technical Support
- Customer Service
- Telemarketing/Telesales
- Collections

Satisfaction

- Customer Satisfaction
- Employee Satisfaction



MetricNet's Benchmarking Database is Global

More than 1,900 Service Desk Benchmarks

Global Database

30 Key Performance Indicators

Nearly 80 Industry Best Practices



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Or E-mail us...

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Thank You!

**We look forward
to serving you!**

