

# 35 Most relevant contact center KPIs


Finding data for reporting is often not the challenge; selecting the right key performance indicators (KPIs) that are meaningful for your organization is the challenge.

KPIs help determine whether your team is working effectively, your customers are satisfied, and your operations are running efficiently.


## But how do you choose the right KPIs?

Explore the world of contact center KPIs by examining their definitions, calculation formulas, interpretive strategies, and additional guidance.


[Download eBook](#)

**Customer Satisfaction** 


1 Service Level (SL)	7 Abandonment Rate
2 First Contact Resolution (FCR)	8 Active Call Waiting
3 Call Repeat Rate	9 Answer Rate
4 NET Promoter Score (NPS)	10 Average Waiting Time
5 Customer Effort Score (CES)	11 Average Speed of Answer (ASA)
6 Customer Satisfaction (CSAT)	12 Average Hold Time

**Employee Satisfaction** 

13 Employee Net Promoter Score (eNPS)
14 Employee Satisfaction (ESat)
15 Agent Attrition Rate
16 Agent Absenteeism Rate







**Operational Effectiveness** 


17 First Response Time	22 After-call work (ACW)
18 Percentage of rejected calls	23 Average Idle Time
19 Average Talk Time (ATT)	24 Longest Waiting Call
20 Average Handling Time (AHT)	25 Cost per Call/Contact
21 Call Transfer Rate (CTR)	26 Calls Handled per Hour

**Planning Effectiveness** 

27 Forecast Accuracy
28 Schedule Efficiency
29 Agent Occupancy Rate

**Tips for contact center KPIs**

 Understand your business goals before setting KPIs.	 Use tools to collect and interpret data.
 Select KPIs that directly impact these business goals.	 Communicate which KPIs are measured and why.
 Review and update KPIs when business goals change.	 Use your employees' feedback.

**Team Performance** 

30 Shrinkage
31 Utilization
32 Schedule Adherence - team
33 Schedule Adherence - individual
34 Schedule Conformance
35 Productivity