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Month	Jun 2022	<div><div>-</div><div>Choose Month</div></div>	Monthly							Cumulative					
KPI Code	May 2022	Jun 2022	Criteria	Unit	Previous Year	Target	Actual	Act vs. FY Index	Act vs. Tgt Index	Previous Year	Target	Actual	Act vs. FY Index	Act vs. Tgt Index	
	Jul 2022														
101	Aug 2022		Average Hold Time	Seconds	14	13	14	<div>97</div>	<div>90</div>	14	13	14	<div>100</div>	<div>90</div>	
102	Sep 2022		Average Speed of Answer (ASA)	Seconds	10	10	10	<div>93</div>	<div>94</div>	11	10	10	<div>105</div>	<div>96</div>	
103	Oct 2022		Abandonment Rate	%	6.7%	6.3%	6.0%	<div>113</div>	<div>105</div>	7.0%	6.3%	6.2%	<div>113</div>	<div>102</div>	
104	Nov 2022		Adherence: Speed of Answer in Work	%	84.2%	81.0%	76.4%	<div>91</div>	<div>94</div>	77.4%	81.0%	80.1%	<div>104</div>	<div>99</div>	
105	Dec 2022		Customer Satisfaction	First Contact Resolution Rate	%	83.8%	83.0%	92.2%	<div>110</div>	<div>111</div>	77.6%	83.0%	97.1%	<div>125</div>	<div>117</div>
106			Customer Satisfaction	Number of Holds per Call	#	0.14	0.12	0.15	<div>95</div>	<div>82</div>	0.13	0.12	0.15	<div>88</div>	<div>79</div>
107			Customer Satisfaction	Total Number of Holds	#	44	39	54	<div>81</div>	<div>73</div>	251	234	278	<div>90</div>	<div>84</div>
108			Customer Satisfaction												
109			Customer Satisfaction												
201			Operational Efficiency	Average Handle Time (AHT)	Seconds	80	77	73	<div>109</div>	<div>105</div>	84	77	79	<div>106</div>	<div>97</div>
202			Operational Efficiency	Average Handle Time: After-Call work	Seconds	19	18	20	<div>97</div>	<div>92</div>	20	18	20	<div>100</div>	<div>91</div>
203			Operational Efficiency	Agent Occupancy	%	66.2%	69.0%	100.2%	<div>151</div>	<div>145</div>	63.3%	69.0%	81.3%	<div>129</div>	<div>118</div>
204			Operational Efficiency	Transfer Rate	%	15.7%	16.5%	26.1%	<div>60</div>	<div>63</div>	17.8%	16.5%	21.5%	<div>83</div>	<div>77</div>
205			Operational Efficiency	Cost per Call	USD	2	2	2	<div>112</div>	<div>114</div>	2	2	2	<div>96</div>	<div>91</div>
206			Operational Efficiency	Cost per Minute of Inbound Handle Time	USD	1	1	1	<div>116</div>	<div>110</div>	1	1	1	<div>106</div>	<div>96</div>
207			Operational Efficiency												
208			Operational Efficiency												
301			Business Value	Average Talk Time	Seconds	68	61	58	<div>116</div>	<div>105</div>	66	61	59	<div>111</div>	<div>109</div>
302			Business Value	Calls Offered	#	195	227	208	<div>107</div>	<div>92</div>	1,249	1,362	1,346	<div>108</div>	<div>99</div>
303			Business Value	Calls Handled	#	187	203	219	<div>117</div>	<div>108</div>	1,175	1,218	1,349	<div>115</div>	<div>111</div>
304			Business Value	Calls Handled per Representative	#	66	72	78	<div>118</div>	<div>108</div>	69	72	81	<div>118</div>	<div>113</div>
305			Business Value	Percentage of Right Party Contacts	%	83.6%	88.0%	106.0%	<div>127</div>	<div>120</div>	81.3%	88.0%	104.0%	<div>128</div>	<div>118</div>

Sample Call Centre Excel Metrics Templates

Daniel F McAuley



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