OmniServe Agent Performance Review Metrics

OmniServe Solutions Agent Performance Review Metrics

This document details the performance metrics used to evaluate call center agents at OmniServe Solutions. The goal is to ensure that agents meet both qualitative and quantitative standards in their interactions.

1. Average Handle Time (AHT)

The time it takes to resolve a call is tracked to ensure efficiency without sacrificing quality. Ideal AHT should be between 4-6 minutes for general inquiries.

2. First Call Resolution (FCR)

The percentage of issues resolved on the first call is a key performance indicator. Higher FCR means the agent is effective at solving problems without the need for follow-up.

3. Call Quality

Every call is evaluated based on clarity of communication, script adherence, and overall satisfaction of the customer.

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