KPI Dashboard

KPI & Budget Tools

KPI Name	Unit of Measure	Week 1	Week 2	Week 3	Week 4	Goal/Status
Average Ticket Resolution Time	Hours	5.0	4.5	3.9	3.5	Goal: Under 4 hrs – Met
First Contact Resolution Rate	Percent (%)	68%	72%	76%	81%	Goal: 75% – Improving
Customer Satisfaction Score	Percent (%)	85%	88%	89%	91%	Goal: 90% – Met

The information presents an active simulation of a helpdesk organization team setting, with optimization of its operations translating into quantifiable performance outcomes. It is commendable to note that resolution times have continued to improve, largely due to enhancements in triage procedures and the efficiency of the escalation matrix (Lindblom, 2024). These modifications ensure that problems are directed to the right person and solved at the appropriate technical level without wasting time. The rate of First Contact Resolution (FCR) has recorded a sharp increase. This is directly due to the systematic organization of training for frontline units, as well as the standardization of knowledge base articles, which provide the agent with the correct information readily available at their fingertips (Moreno-Maynero et al., 2025). All these efforts jointly lead to a more convenient and client-oriented support process.

References

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