**KPI Dashboard**

**KPI & Budget Tools**

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| --- | --- | --- | --- | --- | --- | --- |
| **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**

Lindblom, R. (2024). The impact of a ticketing system on the efficiency of help desk. <https://www.theseus.fi/handle/10024/868113>

Moreno-Maynero, L., Gallardo-Garcia, J., Pagan-Castaño, E., & Guijarro-Garcia, M. (2025). Impact of customer tenure on customer strategy. *Management Decision*. <https://www.emerald.com/insight/content/doi/10.1108/MD-04-2024-0885/full/html>