

# Tracking Help Desk Performance

If you want to know how efficient and effective your help desk team is, you need to track a number of factors and periodically evaluate how you're doing. Here are some of the most important indicators to track on a monthly basis:

- » **Total ticket count:** The most important baseline number you need to track is the total number of tickets your help desk receives. Unless you know how many tickets enter your help desk, you won't be able to make any sense of the other statistics. Keeping an eye on the growth of this number can help you justify the need for additional staff.
- » **Tickets successfully resolved:** Hopefully, this number equals the number of tickets received. But it's important to note the differential, because sometimes you'll encounter issues that just can't be resolved. You want to pay close attention to these, to determine whether the problem is simply intractable, the user was unreasonable, or your staff just gave up.
- » **Ticket categories:** Assuming you've created a good set of categories, tracking the overall percentage of tickets in each category will help you understand how to train and staff your help desk. (Can you say "pie chart"?)
- » **Average/mean response time:** Track how long it takes to respond to incoming tickets. The faster the initial response, the less frustrated your users will be.
- » **Average/mean resolution time:** Track how long it takes from the receipt of the ticket to its final resolution. Again, the faster the resolution, the more satisfied your users will be.
- » **Average/mean hours spent per ticket:** The overall average is useful, but even more useful is the average hours per category. Some types of problems are simply more difficult to resolve than others.
- » **User satisfaction:** This metric will come from your satisfaction surveys.
- » **Staff performance:** Are the members of your help desk team working effectively? If one team member tends to spend a substantially greater number of hours on certain categories of problems than other team members, the team member in question may be in need of more training. (On the other hand, it's entirely possible that the team member in question is the best one among the team to handle the most difficult problems, so the tough questions often get referred to him or her!)