# Top 5 KPIs for In-House WFM Automation Team

## 1. Automation Requests Completed

* What it measures : Number of automation projects delivered.
* Why it matters : Shows productivity and team's output capacity.

## 2. Manual Hours Saved

* What it measures : Estimated effort saved through automation.
* Why it matters : Demonstrates ROI and operational efficiency.

## 3. Average Turnaround Time

* What it measures : Average time taken per request.
* Why it matters : Reflects team agility and delivery speed.

## 4. Innovation & AI Adoption

* What it measures : Number of solutions using AI/ML or innovative tech (e.g., chatbots, predictive models, RPA with ML).
* Why it matters : Tracks how the team is evolving and leveraging modern capabilities to create smarter automations.

## 5. Stakeholder Satisfaction (CSAT)

* What it measures : Feedback score post-implementation.
* Why it matters : Ensures that automations meet expectations and drive user value.