

KPI Dashboard: KPI & Budget Tools

KPI Name	Unit of Measure	Week 1	Week 2	Week 3	Week 4	Goal/Status
Customer Satisfaction Score	Percent (%)	84%	87%	89%	90%	Goal: $\geq 90\%$ – Achieved
First Contact Resolution Rate	Percent (%)	63%	70%	74%	78%	Goal: $\geq 80\%$ – Progressing
System Uptime	Percent (%)	99.0%	99.2%	99.6%	99.9%	Goal: $\geq 99.5\%$ – Met

These measures demonstrate an ideal, yet realistically inspired, depiction of an IT support team making steady progress. The stability in growth of customer satisfaction, first contact resolution (FCR), and system uptime are all direct outcomes of formal support processes and well-defined escalation processes (Singh, 2025). The incorporation of tiered escalation flowcharts enabled the team to address problems more effectively, routing them to Tier 2 or Tier 3 support only in exceptionally complicated cases. This decrease in turnaround time and increase in user satisfaction resulted in a notable reduction in downtime. The consistency of processes also enabled front-line technicians to troubleshoot common problems without referrals, which increased the FCR level. This level of performance was further reinforced by regular training, ticket triage, and the provision of new diagnostic tools, which enabled the team to be proactive and accountable, working in line with the expected service levels (Truss, 2024).

References

Singh, P. (2025). Streamlining telecom customer support with AI-enhanced IVR and chat.

<https://www.preprints.org/manuscript/202504.1359>

Truss, A. (2024). Agile development processes in IT support work.

<https://www.theseus.fi/handle/10024/857352>