Team 2

NET-785-01

Chapter 6 review

**Goals and KPI**

* First call resolution rate –Strive to handle at least 50% of all issues on the phone
* Average resolution time – Strive to solve any problem within 24 hours of first contact
* SLA compliance percentage – 100% of our work will be SLA compliant
* End-user satisfaction rates – 90% customer satisfaction from end surveys
* Personnel utilization – Downtime for our personnel shall be at a minimal as they strive to keep busy and make solutions
* Phone utilization – Answer the phone within two minutes or less