Performance Monitoring

Customer Contact Centre - Key Performance Indicators (KPI's)

	Measure	Definition	Monitoring Frequency	Reporting Frequency	Target
1	Call Management	Number of calls answered by the agents within the specified timescales compared to total number of calls received	Daily	Monthly	80% Calls answered within 30 seconds
2	Email Management	Number of emails responded to within 5 working days compared to total number of emails received	Daily	Monthly	80% responded to within 1 working day
3	Face to Face Management	Number of customers entering the reception areas must be seen within 5 minutes of their arrival compared to total number of customers, remainder within 15 minutes	Daily	Monthly	80% of customers seen within 5 minutes of arrival
4	Switchboard Management	% of calls bailed to operator or requesting operator answered within 15 seconds	Daily	Monthly	80% answered within 15 seconds
5	Call Wrap Up	Wrap up of the call to be within 10 minutes of the contact	Daily	Monthly	Call wrap up within 10 minutes of the contact
6	Procedural Accuracy	Number of mistakes (for example, something that has been incorrectly processed) broken down by service compared to total number of contacts.	Daily	Monthly	<5% Aspiring to 0%

Web Management – Key Performance Indicators (KPI's)

Title	Measure	Monitoring Frequency	Reporting Frequency	Target
Critical Updates	% completed within 1 working hour	Daily	Monthly	100% within 1 working hour
Urgent Updates	% completed within 1 working day	Daily	Monthly	100% within 1 working day
Important Updates	% completed within 2 working days	Daily	Monthly	100% within 2 working days
Regular Updates	% completed within 5 working days	Daily	Monthly	100% within 5 working days