

1. **First call resolution** – The percentage of calls that the agent resolves the caller's issue without having to escalate, transfer or return the call.
2. **Percentage of calls blocked** – The percentage of callers that received a busy tone when they call.
3. **Average time in queue** – The average amount of time callers wait in call queues before an agent responds.
4. **Average after call work time** – The average amount of time an agent spends completing work related to the call after they finish the call.
5. **Service level** – The percentage of calls answered within a specified number of seconds.
6. **Average abandonment rate** – The percentage of callers who hang up before reaching an agent.
7. **Agent turnover rate** – The percentage of agents who leave the call center.
8. **Average speed of answer** – The average amount of time it takes for the call to be answered by an agent
9. **Average handle time** – The average amount of time an agent spends speaking with the caller, including hold time.
10. **Schedule adherence** – A measure of an agent's degree of compliance with their assigned schedule.