

# Industry Standard Call Center Metrics

First response time (FRT)

**<3 min**

Average time in queue

**20 sec**

Average speed of answer (ASA)

**28 sec**

First call resolution rate (FCR)

**70%–75%**

Average handle time (AHT)

**~6 min**

Percentage of calls blocked

**<2%**

Occupancy rate

**75%–90%**

Average after-call work (ACW)

**45 sec**

Average call abandonment rate (AAR)

**5%–8%**

Customer satisfaction rate (CSAT)

**75%–84%**

# The Executive Guide To Call Center Metrics

**R Bogdan**



## **The Executive Guide To Call Center Metrics:**

## Reviewing **The Executive Guide To Call Center Metrics**: Unlocking the Spellbinding Force of Linguistics

In a fast-paced world fueled by information and interconnectivity, the spellbinding force of linguistics has acquired newfound prominence. Its capacity to evoke emotions, stimulate contemplation, and stimulate metamorphosis is really astonishing. Within the pages of "**The Executive Guide To Call Center Metrics**," an enthralling opus penned by a very acclaimed wordsmith, readers embark on an immersive expedition to unravel the intricate significance of language and its indelible imprint on our lives. Throughout this assessment, we shall delve to the book is central motifs, appraise its distinctive narrative style, and gauge its overarching influence on the minds of its readers.

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