

## **Help Desk outsourcing metrics**

If you work for a call center or any other Business Process outsourcing unit, you may get a chance to deal with help desk outsourcing metrics. The metrics are common in the call center industry. This is primarily because such indicators are used in evaluating just how far along the call center is towards the fulfilment of Vision and Mission statement. Key performance Measures would then be used, in the implementation of such metrics. Ultimately, the performance of the help desk would be determined, to gauge the performance of the help desk.

Help desk: A source of technical support for hardware or software. Help desks are staffed by people who can either solve the problem directly or forward the problem to someone else. Help desk software provides the means to log in problems and track them until solved. It also provides the management information regarding support activities.

If you want to optimize the performance of help desk in terms of resources and manpower, then effective performance management measures should be implemented. These are the metrics themselves, which are quantifiable measures that gauge the performance of the entire help desk team.

What are these performance management measures?

There are a number of these that you should keep in mind. The most important are listed below:

Constant monitoring and evaluation of your agents' performance

Proper formulation of objectives

Training of agents

Implementation of an appraisal system,

KPMs or key performance Measures.

How important are KPMs?

Well, these are very important. Imagine how many calls a call center receives every single workday. How to rate calls on a scale of priority? How these calls should be processed? The implementation of KPMs will greatly assist any call center . Still, you should remember to choose only relevant KPMs to include as metrics.

KPMs should also be in line with the Vision and Mission statement of your company. This way, the present performance of the help desk and all other departments in the company will be clearly determined.

KPMs that are currently being used by help desks all over the world:

Call cost: This is the costs entailed for each call that is received by the help desk.

Customer satisfaction (CSAT): Customer satisfaction is measured through the conduction of Customer Satisfaction, or CSAT, surveys. These surveys are conducted through various means. To name some, Email, telephonic surveys, website pop-up surveys, third party surveys.

First call resolution (FTR): FTR is the ability of the agent to resolve the customer's issue within that first call.

Agent efficiency: This pertains to the abilities of the individual help desk agents.

Call center performance: This pertains to all of the aspects that are in play towards the overall success of the call center.

These are just some of the help desk outsourcing metrics that you just might want to use, should you be the proprietor of a certain call center.