KPI Tracking Form

Date (MM/YYYY)	Average Response Time (hrs)	Customer Satisfaction Rate (%)	First Contact Resolution Rate (%)	Number of Escalated Tickets	Overall Ticket Volume
01/2023					
02/2023					
03/2023					
04/2023					
05/2023					

Date (MM/YYYY)	Average Response Time (hrs)	Customer Satisfaction Rate (%)	First Contact Resolution Rate (%)	Number of Escalated Tickets	Overall Ticket Volume
06/2023					
07/2023					
08/2023					
09/2023					
10/2023					
11/2023					
12/2023					

Each month, fill out the form with the relevant data. Make sure you have mechanisms in place to accurately gather this data. Review the form regularly to track progress toward your goals and to identify areas where improvement may be needed.

Please note that while it's important to monitor these KPIs, they should also be complemented with qualitative feedback and regular team reviews for a more comprehensive understanding of your performance. The numbers can tell you a lot, but they can't tell you everything. Always try to understand the reasons behind the numbers and consider all relevant factors.