



HDI Key Performance Indicator Bulletin #5-First Contact Resolution Rate

First Contact Resolution Rate (FCon or FconR)

Definition-The percentage at which a single contact (Email, Chat, Web Call-through, U.S.P.S., Walk-up, Walk-to, Fax, or any other non-telephone form of communication) is resolved to the customer's satisfaction.

Key Points

- Calculating First Contact Resolution requires that each contact channel have **a clear definition of what constitutes a contact** between the support agent and the customer.
- Contacts other than telephone calls can be difficult to calculate—how many Email exchanges constitute a single contact? Does one Email Reply from a customer indicating the solution they have been sent has solved their problem, count as one contact? How many Chat sessions count as a contact?
- How First Contact Resolution is defined can mean the difference between incurring hidden costs—that can themselves be difficult to track—and having a clear indication of how problems are passed through a support system.
- FCR is a management indicator used to drive down costs and improve operational efficiency.
- First-contact Resolution is a management indicator used to assess the health & wellness of a support center using communication channels other then the telephone.

Formula for First Contact Resolution Rate

Contacts Resolved on Initial Contact (however it is defined) ÷ Total Number of Non-telephone Contacts = First Contact Resolution Rate

Example: $5,233 \div 27,598 = 5.27\% \text{ FConR}$

Source of the Key Performance Metric: Data on this KPI is on the servers where the applications reside. Depending on the application, however, management reporting may or may not be easy to calculate; manual calculation may be necessary.

Research from the 2007 HDI Practices Survey Indicates: The 2007 HDI Practices & Salary Survey that the **Percentage of Support Centers that Receive Incidents through the Following Channels:**

- Telephone-98.6%
- Email-90.0%
- Chat-13.6%
- Web Request-47.7%
- Autologging-29.3%
- Walkup-55.7%
- Other-8.4%¹

¹ HDI 2007 Practices & Salary Survey, p. 27