



The IT Service & Technical
Support Community

Question

What's the industry standard for calculating First Contact Resolution? Is it a subset of resolved cases, logged cases or cases that are "eligible" to be resolved (i.e. not including cases that the service desk provides administrative support only.)

Answer

The definition of First Contact Resolution is the resolution of a case created during initial contact between a support center professional and a customer. Some support operations' calculations of First Contact Resolution take different factors into consideration based on resolution at first level and/or resolution within the service level agreement.

Regardless, the calculation should be a subset of resolved cases *for a specified time period*, since any logged or open cases that have not been resolved could skew the percentage closed on first contact.

Cases that are resolved by providing administrative support on first contact should always be counted in the FCR calculation. When a customer's request or problem is resolved, *whether technical, business-related or administrative*, you will likely have a satisfied customer. Service excellence should show in the desk's performance measurements. Reporting on problem types can be relied upon to analyze and prevent future requests and issues.