Performance Indicator Definition

Reference	M3.1.2
Title	Customer first contact resolution

Collection Interval	Quarterly	**Data Source**	Wrap codes within corporate telephony system
		Indicator source	Corporate Plan 2018-2023

Definition	**Rationale:** The fundamental purpose of the corporate contact centre is to resolve customer enquires at the first point of contact. Wrap codes enable the service to measure what percentage of contact achieves this goal. **Definition:** Wrap codes allow customer service officers to give each contact an outcome in order to measure resolution. **Notes** No baseline currently exists for this measure. Wrap codes will be introduced during 2018/19 to allow for a baseline to be established. The measure will therefore be reported on from 2019/20 onwards.

Formula	**Eg (W or X) / Y x100 = Z** **W = Resolved calls** **X = Unresolved calls** **Y = Total no. of calls** **Z = Rate of resolved or unresolved calls**

Good performance	High	**Return Format**	Percentage
Cumulative	No	**Decimal Places**	None

Worked example	50 total calls 30 resolved 20 unresolved $\frac{30}{50}$ x 100 = 60% of calls resolved $\frac{20}{50}$ x 100 = 40% of calls not resolved