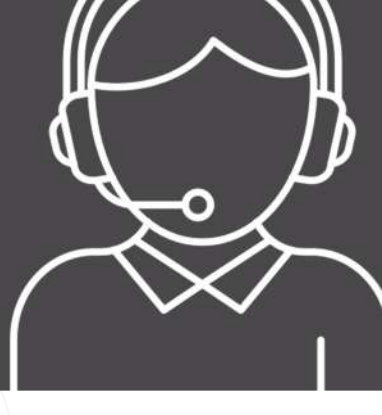


Hidden Gems: 10 Humble Contact Center Metrics You Can't Ignore

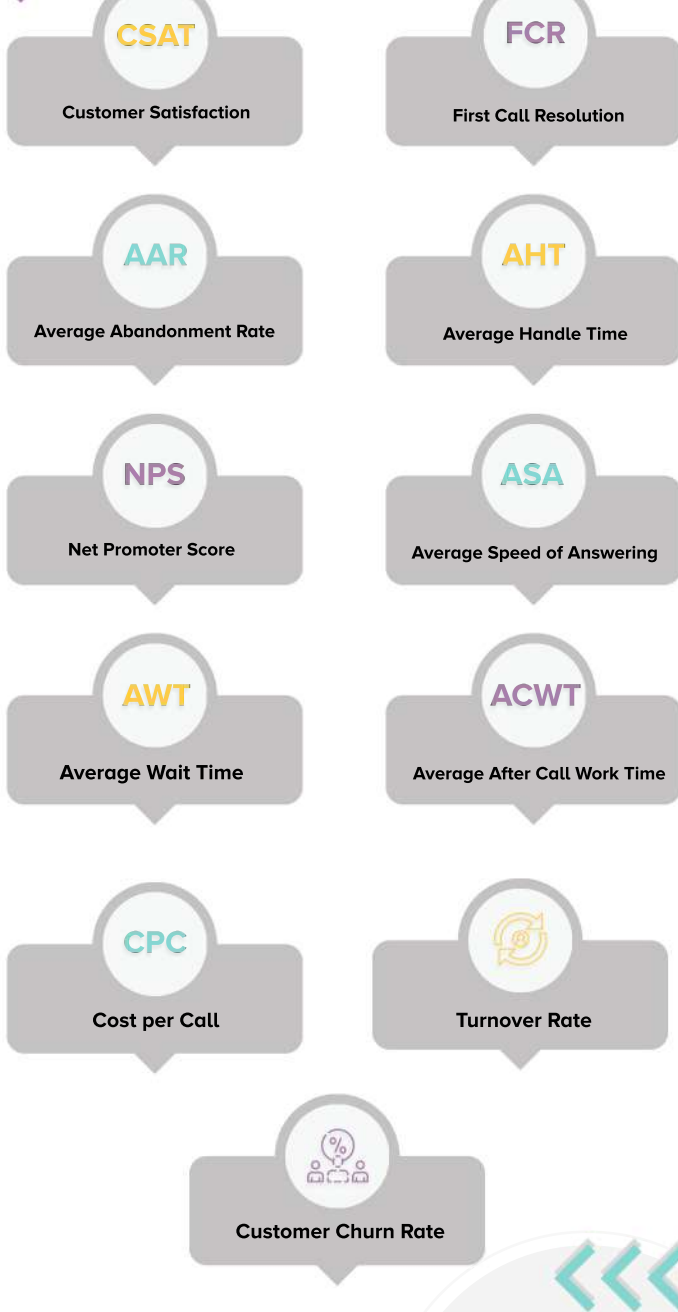


- **What Are Call Center Metrics?**
The metrics you track will depend on your specific aims. Traditionally, contact centers have prioritized service metrics like **customer satisfaction score (CSAT)**, **Net Promoter Score (NPS)**, and **customer effort score (CES)**.

Why Do You Need to Track Metrics in Your Call Center?

- Ensure Accountability
- Evaluate Agent Performance
- Increase Productivity
- Allow For Healthy Competition
- Improve Customer Experience
- Optimize Resources
- Minimize Compliance Risks
- Reduce Costs
- Enable Informed Business Decisions
- Encourage Continuous Learning

What Are the Most Common Call Center Metrics?



What Are Less Obvious (But Still Important) Call Center Metrics You Should Track?

