

Resolution Management Index (Release V1.2)

Page One

1. Company Name ***2. Division, group, location or other (optional)****3. Contact Person *****4. Contact email *****5. Enter your primary industry *****6. What type of support do you provide? (select all that apply) ***

- Phone/Email/Chat
- Depot Repair or Parts Replacement
- Field Service

7. Geography covered by this division/group/location (select all that apply): *

- North America
- Latin America

EMEA APAC**8. Your support center hours of operation: ***

- M - F, less than 16 hours/day
- M - F, 16 hours or more per day
- 6 days/week
- 7 days/week (but NOT 24x7)
- 24x7

9. Number of customers & users *

	Quantity
Customers *	<input type="text"/>
Users (can be same or different) *	<input type="text"/>

10. Support Organization Staffing:

Enter the quantity of staff in each category (make sure total coincides with the total staff in your support organization) *

- Phone/Email/Chat Headcount (primary job is handling cases)
- Field Headcount (primary job is resolving field cases)
- Overhead Headcount (management, administrative, operational support, etc. - primary job is NOT handling cases)

Total: 0

11. Average MONTHLY volume of cases/tickets: ***12. How you measure C-SAT (customer satisfaction):
What scale do you use? ***

- 5 Point Scale
- 7 Point Scale

10 Point Scale

Other

**13. How you measure C-SAT (customer satisfaction):
What method do you use for your surveys? ***

Email or Website link

Phone Auto-attendant

Phone (live call to customer)

Other

**14. How you measure C-SAT (customer satisfaction):
How do you track/report results? ***

Select the primary method your organization uses to measure/report your customer satisfaction survey results.

Average rating

% Satisfied and above

Top-box

Other

**15. Current or recent C-SAT Rating:
Please calculate and enter your 'Top Box' score ***

No matter what method your organization currently uses, calculate your 'top-box' score and report here. Example, if 5-point scale, report % of 4s & 5s. For 7-point scale, report % of 6s & 7s. If 10-point scale, report % of 8s, 9s, & 10s.

**16. Case resolution method:
Enter the % of cases resolved by each method (must total 100%) ***

Resolved by phone

Resolved by chat

Resolved by on-site visit

Resolved by email

Resolved by self-service (e.g. website - no agent intervention required)

0 out of 100% Total

17. Enter the percentage of calls resolved within each time threshold. Please note that you DO NOT need to fill in every box. However, the score at the bottom MUST total 100% *

- First-Contact Resolution (FCR)
- Same Day
- Next Day or Within 24 hours
- Within 2 days
- Within 3 days
- Within 4 days
- Within 5 days
- Within 6 days
- Within 7 days
- Within 2 weeks
- Within 3 weeks
- Within 30 days
- Between 31 - 60 days
- More than 60 days

0 out of 100% Total

**18. Time to Resolution:
Enter the 'applied time' (time worked) and the 'elapsed time' (calendar time) as follows ***

This should be for whatever period your organization normally tracks & reports. For example, the current month, past quarter, year-to-date, etc.. If not currently tracked, then use a period that will become your benchmark.

	Days	Hours	Minutes	Seconds
AVERAGE Applied Time per case (actual labor hours) *	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
AVERAGE Elapsed Time per case (calendar time from open to close) *	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

19. Average Case Backlog:
Enter the average/typical number of cases open (at any point in time). *

20. Average Case Aging:
Enter the average/typical age of cases open (at any point in time). *

	Days	Hours	Minutes	Seconds
Average Open Case Age *	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Submit

