

# Industry Standard Call Center Metrics

First response time (FRT)

**<3 min**

Average time in queue

**20 sec**

Average speed of answer (ASA)

**28 sec**

First call resolution rate (FCR)

**70%–75%**

Average handle time (AHT)

**~6 min**

Percentage of calls blocked

**<2%**

Occupancy rate

**75%–90%**

Average after-call work (ACW)

**45 sec**

Average call abandonment rate (AAR)

**5%–8%**

Customer satisfaction rate (CSAT)

**75%–84%**

# The Executive Guide To Call Center Metrics

**Hussin A.Rothana**



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