

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%

Call Center Metrics Calculation Training Manual

American Gas Association

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