

## HOW DO YOU COMPARE?

# 3 Help Desk Benchmarks for State and Local Government

Comparing yourself to benchmarks can help you quickly identify where you are doing well and where there is room for improvement



## \$17.56

### Cost per contact for the top 25%

Our top performing State and Local Government customers offer a high level of service. Average cost per contact is also available (\$USD)

DIGITALFUEL



## 56.91s

### Average queue time per contact

On average, State and Local Government Help Desks make their callers queue for less than 1 minute. That is certainly reasonable. (Seconds)



## \$0.98

### Average software cost per contact

On average, software used by State and Local Government to deliver Help Desk services costs less than \$1 per contact annually. (\$USD)