MICHAEL REIMER.AI

Request-to-Dispatch KPI Dashboard

AI INNER CIRCLE · WEEKLY INTELLIGENCE

#	METRIC	DEFINITION	TARGET	ACTUAL
1.	Acknowledgment time:	Median time from request receipt to customer confirmation.	under 5 minutes.	
2.	Request completeness rate:	Percentage of requests containing all required contact, location, and issue details.	at least 90%.	
3.	Routing accuracy:	Percentage of requests assigned to the correct job category without reassignment.	at least 90%.	
4.	Dispatch-ready rate:	Percentage of requests that reach scheduling without staff chasing missing information.	at least 85%.	
5.	Scheduling conversion:	Percentage of qualified requests that become scheduled visits.	at least 80%.	
6.	Customer update coverage:	Percentage of active jobs receiving updates at defined status changes.	100%.	
7.	First-visit completion rate:	Percentage of jobs completed during the first scheduled visit.	at least 75%.	
8.	Same-day invoice rate:	Percentage of completed jobs invoiced on the day of completion.	at least 90%.	
9.	Payment within terms:	Percentage of invoices paid within the agreed payment period.	at least 90%.	
10.	Manual intervention rate:	Percentage of routine requests requiring staff correction before dispatch.	below 15%.	