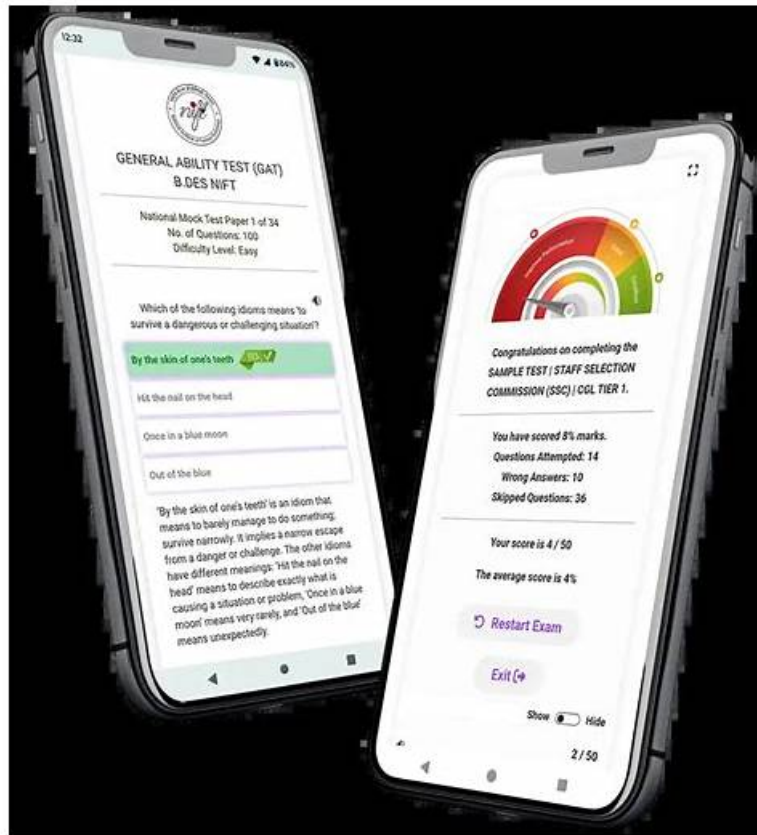


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The KPI Institute Certified KPI Professional Exam Sample Questions (Q22-Q27):

NEW QUESTION # 22

Which KPI should be used to balance "First call resolution rate (%)"?

- A. Improve call resolution
- B. Calls per staff (#)
- C. Calls per hour (#)
- **D. Call duration (# / time)**

Answer: D

Explanation:

Balancing KPIs helps prevent unintended behaviors and gaming. "First call resolution rate (%)" can be improved in ways that increase cost or reduce efficiency (e.g., agents spending excessive time on calls to ensure resolution). The most appropriate balancing KPI among the options is call duration, because it captures the efficiency trade-off: higher resolution is good, but not if it requires unreasonably long calls that reduce capacity and increase wait times. "Calls per hour" or "calls per staff" are also productivity indicators, but call duration is more directly linked to the behavior that can inflate first-call resolution—staying on the phone longer. "Improve call resolution" is an objective/initiative phrasing, not a KPI. A common measurement challenge is optimizing one metric at the expense of another; balancing creates a guardrail that keeps performance improvements sustainable. In practice, contact centers often balance first-call resolution with average handle time, customer satisfaction, and repeat contact rate to ensure resolution quality and efficiency. Proper KPI documentation should define call duration calculation (talk time vs wrap-up included), exclusions, and targets that reflect service complexity.

NEW QUESTION # 23

Which of the following design features for graphs should be used?

- A. Strong grid bars
- B. Overlapping different types of graphs one on top of the other
- C. Dark backgrounds
- **D. Listing the name and legend of the graph**

Answer: D

Explanation:

A KPI implementation plan should include standards for reporting and visualization so dashboards are consistent and interpretable. Listing a clear title and legend supports shared understanding: stakeholders can immediately identify what the chart represents, which series is which, and how to read it. This directly reduces misinterpretation and improves adoption. Overlapping multiple graph types often increases complexity and can hide key messages, especially in executive reporting. Strong gridlines typically add visual noise; light gridlines are preferred if needed at all. Dark backgrounds reduce readability in print and can cause accessibility issues; most performance dashboards prioritize high-contrast, clean, neutral backgrounds.

Visualization standards are part of "activation" because they operationalize how the KPI will be consumed in meetings and decision cycles. Good practice also includes: consistent units, time windows, target lines, RAG thresholds, and notes for definitions or exceptions. Without these, teams waste time debating the chart instead of acting on results—a common failure mode in KPI rollouts.

NEW QUESTION # 24

At what stage in the KPI implementation project should KPIs be linked to rewards?

- A. Within 12 months of implementation
- **B. It should be done in conjunction with the rewards and recognition program coordinated by HR**
- C. Never
- D. Immediately, upon activation

Answer: B

Explanation:

Linking KPIs to rewards is a sensitive design decision because it can strongly shape behavior and increase the risk of gaming, tunnel behavior, and data manipulation if done poorly. The best practice is to align KPI-based rewards through the formal rewards and recognition program coordinated by HR, ensuring consistent policy, fairness, calibration, and governance—so option B is correct. Doing it immediately upon activation (C) is risky because KPIs may still be stabilizing (definitions, data quality, baseline variability), and teams may not yet trust the measurement. "Within 12 months" (D) can sometimes be appropriate as a rule of thumb, but it is not universally correct; the key is governance alignment, not an arbitrary time delay. "Never" (A) is too absolute; some KPIs are legitimately tied to incentives when designed carefully and balanced with quality/compliance measures. A strong implementation plan typically includes a period of "measurement-only" to validate data and

behaviors, then HR-led integration where appropriate, with safeguards such as balanced scorecards, auditability, and clear exception handling.

NEW QUESTION # 25

Which of the following statements is considered one of the most important fields used for KPI documentation from the perspective of importance to pursue performance results analysis?

- A. Benchmarking data
- B. Purpose
- C. Target
- D. Cost of data gathering

Answer: C

NEW QUESTION # 26

The relevant sources to be analyzed in order to set targets are:

- A. Historical data
- B. External benchmarking
- C. All the answers
- D. Market analysis

Answer: C

Explanation:

Target setting is stronger when it triangulates multiple sources: historical data shows your baseline and internal variability; market analysis reflects shifts in demand, pricing, competition, and customer expectations; and external benchmarking provides reference points for what peers or best-in-class performance can look like. Because each contributes a different lens, "All the answers" is the correct choice.

Relying on only one source creates risk: historical-only targets can lock in mediocrity or ignore new conditions; benchmarking-only targets can be unrealistic if definitions differ or resources aren't comparable; market-only targets can be aspirational without operational grounding. Measurement challenges include comparability (different KPI definitions across organizations) and regime changes (new products, new systems) that make past data less predictive. Good practice is to document the rationale for targets, specify the period used, and revisit targets when strategy or operating context materially changes-while keeping KPI definitions stable to preserve trend integrity.

NEW QUESTION # 27

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