

Customer Service KPIs

Leverage this compilation of 400+ Customer Service KPIs to identify inefficiencies and successes in Customer Service operations.



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This presentation is a comprehensive compilation of 400+ Customer Service KPIs

Presentation Overview

This presentation is a comprehensive collection of Key Performance Indicators (KPIs) related to Customer Service. A KPI is a quantifiable measure used to evaluate the success of an organization, employee, or process in meeting objectives for performance.

KPIs are typically implemented at various levels within an organization, from the highest strategic level down to individual departments and teams. These KPIs in Customer Service help us identify inefficiencies and successes in Customer Service operations, enabling targeted strategies and improvements for Customer Experience, Service Delivery, and Cost Management.

In total, we have compiled over 400+ Customer Service KPIs in this PowerPoint presentation. These KPIs are categorized into the following 8 groups, which is also how this presentation has been structured:

- 1. Call Center Operations
- 2. Customer Engagement
- 3. Customer Feedback
- 4. Customer Quality Feedback
- 5. Operational Support
- 6. Service Delivery Optimization
- 7. Service Quality
- 8. Support Ticket Management
- 9. Technical Support

Many Fortune 500 companies engage top management consulting firms, like McKinsey, BCG, and Deloitte, to identify and implement KPIs, acknowledging their critical role in driving performance and strategic alignment, despite the significant investment this process entails.

This presentation also includes an introduction to KPIs, including topics like KPI selection guidelines and common usage.

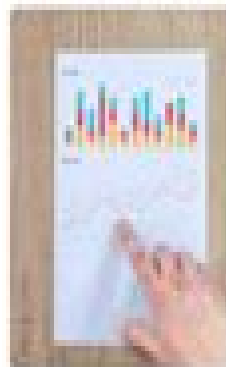
With a robust set of KPIs, we can benchmark our Customer Service against industry standards to identify areas for improvement and competitive positioning—potentially even making Customer Service a basis for a Competitive Advantage.

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We don't want to implement as many KPIs as possible—instead, we should be focused in our efforts and only select and implement the most impactful and relevant KPIs

KPI - Selection Guidelines

To select the most appropriate KPIs for your specific organization situation, keep in mind the following guiding principles:



- 1. **Relevance:** Choose KPIs that are closely related to your strategic goals. If a KPI doesn't give you insight into your business objectives, it might never succeed.
- 2. **Measurability:** The best KPIs are those that provide detailed and clear data points. If you can't change your strategy based on the KPI, it might not be successful.
- 3. **Clarity:** Focus on the best KPIs that are easy to understand and interpret. If people can't interpret KPIs easily, it wastes efforts.
- 4. **Timeliness:** Select KPIs that provide timely data so that you can make decisions based on the most current information available.
- 5. **Benchmarking:** Choose KPIs that allow you to compare your performance against industry standards or competitors.
- 6. **Data Quality:** The KPIs should be based on reliable and accurate data. If the data quality is poor, the KPIs will be ineffective.
- 7. **Balance:** Be prepared to have a balanced set of KPIs that cover different aspects of the organization, e.g., financial, customer service, training, and general operations.
- 8. **Review Quality:** Select KPIs that can be updated and revised regularly, to cover organizational and the external environment changes in the short and long KPIs.

By carefully selecting KPIs that are aligned with our strategic goals, actionable, and based on quality data, we can effectively use them to steer our organization towards excellence.

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These KPIs provide valuable metrics on call handling efficiency, agent productivity, and service level agreements, guiding improvements for enhanced customer interactions.

Corporate Strategic KPIs - Call Center Operations (1 of 8)

	OK	Excellent	Strategic Results	Management Action	Results
Call Center Operations					
Customer Engagement	Customer Satisfaction Score (CSAT)	Customer Satisfaction Score (CSAT) > 85%	Customer Satisfaction Score (CSAT) > 85%	Customer Satisfaction Score (CSAT) > 85%	Customer Satisfaction Score (CSAT) > 85%
Customer Feedback	Customer Feedback Score (CFS)	Customer Feedback Score (CFS) > 85%	Customer Feedback Score (CFS) > 85%	Customer Feedback Score (CFS) > 85%	Customer Feedback Score (CFS) > 85%
Customer Service Feedback	Customer Service Feedback Score (CSFS)	Customer Service Feedback Score (CSFS) > 85%	Customer Service Feedback Score (CSFS) > 85%	Customer Service Feedback Score (CSFS) > 85%	Customer Service Feedback Score (CSFS) > 85%
Operational Support	Operational Support Score (OS)	Operational Support Score (OS) > 85%	Operational Support Score (OS) > 85%	Operational Support Score (OS) > 85%	Operational Support Score (OS) > 85%
Support Ticket Rate	Support Ticket Rate (STR)	Support Ticket Rate (STR) > 85%	Support Ticket Rate (STR) > 85%	Support Ticket Rate (STR) > 85%	Support Ticket Rate (STR) > 85%
Service Quality	Service Quality Score (SQS)	Service Quality Score (SQS) > 85%	Service Quality Score (SQS) > 85%	Service Quality Score (SQS) > 85%	Service Quality Score (SQS) > 85%
Service Level Agreement	Service Level Agreement (SLA)	Service Level Agreement (SLA) > 85%	Service Level Agreement (SLA) > 85%	Service Level Agreement (SLA) > 85%	Service Level Agreement (SLA) > 85%
Technical Support	Technical Support Score (TS)	Technical Support Score (TS) > 85%	Technical Support Score (TS) > 85%	Technical Support Score (TS) > 85%	Technical Support Score (TS) > 85%

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following are the reasons why it has remained relevant all these years Turned Icons into Art Since Mac was the first computer with a GUI it was the first to have icons Susan Kare designed those first icons for Mac Macs Beg to Be Networked Back when the Mac was launched computer networking was exotic and pricey but even then Macs could be easily connected to each other HyperCard Partly Inspired the Web The HyperCard was created by Bill Atkinson in 1987 Through this app anyone could create on screen cards with hyperlinks images or texts The Mac laptop is advanced right out of the box it comes with many basic tools such as calendar management email etc However there is another world of powerful software for Apple Mac that will make complicated tasks easier Although most of them are not free they only cost a few bucks and they are well worth it Here are some of the best

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A Strength-Based Cognitive Behaviour Therapy Approach to Recovery Daniel Fu Keung Wong,Rose Wai Man Yu,Viola Yuk Ching Chan,2019-07-15 This is the first practice oriented book to provide professionals with a clear and practical guide in delivering strength based recovery oriented CBT intervention Essentially strength based CBT moves away from a deficit and rehabilitation model and offers a person with mental illness a sense of renewed hope and meaning of life With plenty of case illustrations the book integrates the recovery model and cognitive behaviour approaches and provides readers with a theoretical understanding of the recovery process and how various cognitive behaviour strategies can be skilfully applied to different stages of the recovery process It is written for professionals such as psychiatrists psychologists social workers occupational therapists and nurses in the mental health fields Step by step illustrations of the use of the various cognitive behavioural strategies and worksheets are provided throughout the book

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The Apple Experience: Secrets to

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operation that kept the world on tenterhooks confessed michael his book is titled wild boars live twice as the young moo pa
footballers cheated death once in this spellbinding search and rescue operation that kept the

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