

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, covering 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 new KPIs are those that provide detailed you can act upon. If you can't change your strategy based on the KPI, it might not be successful.
- 3. **Clarity:** Focus on the most KPIs to show your understanding of all stakeholders. If people can't interpret KPI easily, it won't be effective.
- 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 Regularly:** Select KPIs that can be updated and revised regularly, to cover organizational and the external environment changes in the market and 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 Impact	Measurement Method	Formula
Call Center Operations					
Customer Engagement					
Customer Feedback					
Customer Quality Feedback					
Operational Support					
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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 Mac at Work David Sparks, 2010-12-07 Bridge the gap between using a Mac at home and at the office Now that you love your Mac at home you want to use one at the office without missing a beat of productivity or professionalism This unique guide shows you how You'll find best Mac business practices for handling word processing spreadsheet and presentation creation task and project management and graphics The book also explores topics such as hardware maintenance how to synchronize with multiple computers data backup and communication with Windows networks Covers the nuts and bolts of using a Mac at work including synchronizing with multiple computers backing up data and communicating with Windows networks Goes beyond simple coverage of Microsoft Office or iWork to show you how to professionally create and interact with typical office systems and documents Provides best software and best practices for creating and using spreadsheets word processing documents and slide presentations on a Mac Gives you helpful guidelines and suggestions that can be lacking in an office where the IT department is focused primarily on PCs Find out the best ways to use your Mac in the office and get more productive than ever

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