

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.

It serves as a comprehensive overview of 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 (11 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%	Implement customer feedback loops, improve service quality, and enhance agent training.	Customer Satisfaction Score (CSAT) > 85%
Customer Feedback	Customer Feedback Score (CFS)	Customer Feedback Score (CFS) > 85%	Customer Feedback Score (CFS) > 85%	Implement customer feedback loops, improve service quality, and enhance agent training.	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%	Implement customer feedback loops, improve service quality, and enhance agent training.	Customer Service Feedback Score (CSFS) > 85%
Operational Support	Operational Support Score (OSS)	Operational Support Score (OSS) > 85%	Operational Support Score (OSS) > 85%	Implement operational support loops, improve service quality, and enhance agent training.	Operational Support Score (OSS) > 85%
Support Ticket Management	Support Ticket Management Score (STMS)	Support Ticket Management Score (STMS) > 85%	Support Ticket Management Score (STMS) > 85%	Implement support ticket management loops, improve service quality, and enhance agent training.	Support Ticket Management Score (STMS) > 85%
Technical Support	Technical Support Score (TSS)	Technical Support Score (TSS) > 85%	Technical Support Score (TSS) > 85%	Implement technical support loops, improve service quality, and enhance agent training.	Technical Support Score (TSS) > 85%

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