

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 source 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 not be relevant.
- 2. **Measurability:** The best KPIs are those that provide measurable data you can act upon. If you can't change your strategy based on the KPI, it might not be practical.
- 3. **Clarity:** Focus on the most KPIs to avoid overcomplication. If multiple people are managing KPIs, use a simple structure.
- 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 open to have a balanced set of KPIs that cover different aspects of the organization, e.g., financial, customer service, training, and product innovation.
- 8. **Review Regularly:** Select KPIs that can be reviewed and revised regularly. As your organization and the external environment change, so should your 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					
Service Delivery Optimization					
Service Quality					
Support Ticket Management					
Technical Support					

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
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