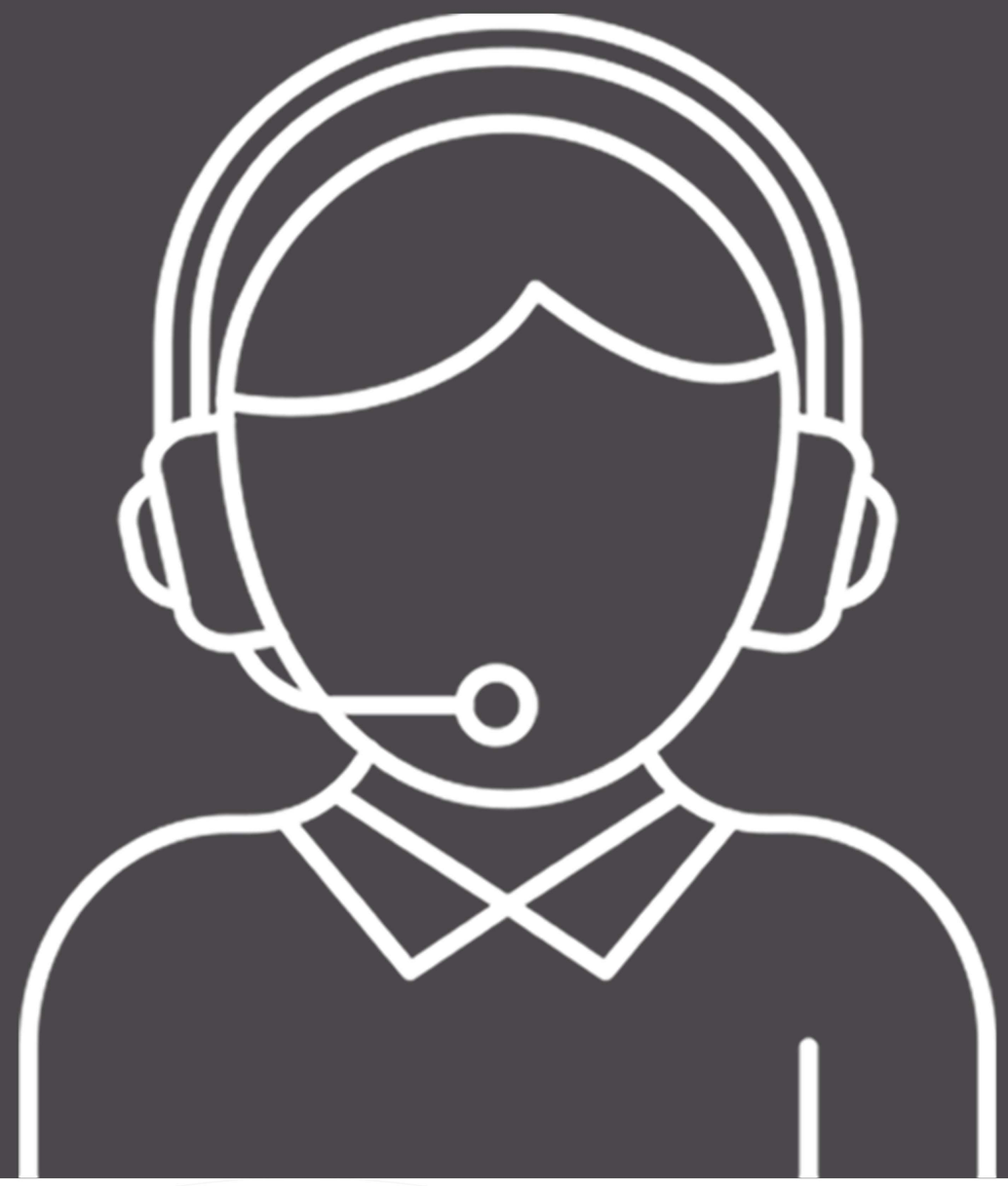
All You Should Know About Customer Service Evaluation



- Why is Customer Service Evaluation Important? Evaluating customer service is necessary for businesses aiming to develop their operations because it is debatable if anything else matters without it.

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What are the Best KPIs to Evaluate Customer Service Performance?

1. Agent's Language
2. Agents' Problem-Solving Skills
3. Answered Calls over Time
4. Cross-Selling Opportunities
5. Customer Greeting
6. Customer Complaints during Call

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Customer
Waiting Time

7

8

9

Customer
Handover Rates

First Call
Resolution

Number of Callers
Abandoning Calls

Immediate Responses
versus
Queued Calls

12

11

10

Minutes Spent
on Call

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The ratio of
Solved Tickets

13

14

15

Product and
Service Knowledge

Response to
Training

Success Rate
of Calls

16

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How to Evaluate Customer Service Effectively

1. Ask for Feedback
2. Review Correspondence
3. Use Mystery Shoppers

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