

Customer service scorecard

[Company Name] customer service scorecard

Use this scorecard to assess your customer service agent performance. Enter your team details, ticket information, review information, and confirm your rating categories, weights, and goals.

Team details		Rating categories		Goals	
		Rating category	Weight		
Company	Example Co.	Quality	0.5	Rating goal	95%
Team	Support	Speed	0.5	Quality information entered	10/100
Members	John Doe, Jane Doe	Product knowledge	0.5	Reviews per month	100
Agents	John Doe, Jane Doe, Peter Pan	Time	0.5	Reviews date	1
Manager	John Doe	Volume	0	Net gain	50.0%
Review period	6/1/2020			Current QTR	10.0%

Ticket information			Review information		Review score						Feedback	
Ticket number	Ticket date	Agent	Reviewer	Review date	Quality	Speed	Product knowledge	Time	Volume	Overall quality score	Feedback for agent	Feedback for customer
00001	01/01/2020	John Doe	John Doe	01/01/2020	5	5	5	5	5	100%	Great job!	
00002	01/01/2020	Jane Doe	John Doe	01/01/2020	4	5	5	5	5	80%		Agent responded quickly and was able to resolve.
00003	01/01/2020	John Doe	Jane Doe	01/01/2020	5	5	5	5	5	100%	The ticket was resolved with the additional help.	5/5

Link Card Customer Service

N Colangelo



Link Card Customer Service:

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