

Customer Service Goals

Objectives set by organizations, teams and individuals to meet the needs and expectations of customers.

Overview

- Measurable targets that are relevant to the customer.
- Often designed to be SMART or specific, measurable, achievable, relevant and time-bound.
- Measurement of customer service goals often related to surveys such as simply asking customers if they are satisfied.
- Customer service goals can also relate to your performance such as turnaround time for customer requests.
- The third type of measurement for customer service goals are customer behaviors such as customer loyalty.

Examples

1. Customer Satisfaction
2. Customer Perceptions
3. Ratings & Reviews
4. Complaints
5. Engagement Rate
6. Customer Recovery Rate
7. Customer Acquisition Cost
8. Customer Lifetime Value
9. Response Time
10. Turnaround Time
11. First Contact Resolution Rate
12. Customer Loyalty
13. Churn Rate

Examples Of Goals For Customer Service

Lingsheng Yao



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