

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 Inc.	Support	0.5	Review goal	10%
Team	Support Ltd	Product	0.5	Weekly performance review	10/100
Members	John Doe, Jane Doe	Product knowledge	0.5	Review per month	100
Agents	John Doe, Jane Doe, Peter Pan	Time	0.5	Review date	1
Manager	David Brown	Initiation	1	Self-assess	80-100%
Review period	10/1/2020			Current score	75-100%

Ticket information			Review information		Review score						Feedback	
Ticket number	Ticket date	Agent	Reviewer	Review date	Initiation	Process	Product knowledge	Time	Initiation	Initiation quality score	Feedback for agent	Feedback for customer
00001	10/01/2020	John Doe	John Doe	10/01/2020	1	1	1	1	1	100%	Good job!	
00002	10/01/2020	Jane Doe	John Doe	10/01/2020	1	1	1	1	1	100%		Customer service was excellent. Thank you for the help.
00003	10/01/2020	David Brown	John Doe	10/01/2020	1	1	1	1	1	100%	Try to be more empathetic and offer additional help.	OK

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