

Benchmark your customer service!



Chartwell Customer Service Benchmark Survey

SAMPLE QUESTIONS

1

Please describe the service level target set by your utility (e.g., 80% of calls are answered within 20 seconds).

2

What is your contact center's average annual FCR for CSR calls, specifically? (Please provide the average for the last 12 months.)

3

What IVR vendor do you use?

4

What percentage of your CSRs are universal agents? A universal agent provides customer service through multiple channels including calls, live chat, email, text and social media, among others.

5

What is your current annual CSR attrition rate?

6

What is your utility's greatest success in the area of customer service in the last 12-18 months?

[To participate in the survey and get a FREE copy of the results, please click here.](#)