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the top customer service metrics you should measure are customer satisfaction csat customer effort score ces net promoter score nps social media metrics customer churn first response time overall resolution rate first contact resolution rate customer ticket request volume average ticket handling time there are two types of customer support kpis operational and organizational operational metrics measure the performance of your customer service representatives you ll find out exactly how many queries they receive how many are resolved and so on organizational metrics probe into the customer s mind what are service metrics and kpis metrics are measures that provide you with the quantifiable information you can use to track service performance or progress in order to obtain metrics you need to clearly define what you want to measure and then have a method for doing so for example you can measure client satisfaction through surveys key customer service metrics 1 net promoter score nps 2 customer satisfaction score csat 3 customer effort score ces 4 support ticket categories 5 ticket volume 6 customer retention rate crr 7 churn rate 8 customer acquisition cost cac 9 customer lifetime value clv 10 recurring revenue 11 expansion revenue 12 the top customer service metrics you should measure include net promoter score nps customer satisfaction score csat customer effort score ces customer lifetime metrics are valuable for improving customer service efforts and the overall customer experience they identify areas of strength and areas needing improvement leading to increased customer satisfaction metrics can also retain customers by identifying those at risk of leaving the following customer

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what are service metrics and kpis metrics are measures that provide you with the quantifiable information you can use to track service performance or progress in order to obtain metrics you need to clearly define what you want to measure and then have a method for doing so for example you can measure client satisfaction through surveys

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