

THE 50 COMPANIES WITH THE BEST CUSTOMER SERVICE

METHODOLOGY

Qualtrics XM Research conducted a survey of 100,000 U.S. consumers to determine the top 50 companies with the best customer service. The survey was conducted from August 15 to September 15, 2023. The survey included questions about the respondent's experience with the company, the quality of customer service, and the likelihood of recommending the company to others. The survey results were analyzed using a proprietary algorithm that takes into account the company's industry, the number of customer service interactions, and the overall customer satisfaction score. The top 50 companies are ranked based on their overall customer service score, which is a combination of the company's customer service score and its overall customer satisfaction score. The top 50 companies are listed in the table below, along with their overall customer service score, their customer service score, and their overall customer satisfaction score.

American Customer Satisfaction Survey 2023-2024

Methodology: The American Customer Satisfaction Survey (ACSI) is a national survey of U.S. consumers. The survey is conducted by Qualtrics XM Research and is the most widely used customer satisfaction survey in the United States. The survey includes questions about the respondent's experience with the company, the quality of customer service, and the likelihood of recommending the company to others. The survey results are analyzed using a proprietary algorithm that takes into account the company's industry, the number of customer service interactions, and the overall customer satisfaction score. The top 50 companies are ranked based on their overall customer service score, which is a combination of the company's customer service score and its overall customer satisfaction score.

American Customer Satisfaction Survey 2023-2024

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Qualtrics XM Customer Service Score 2024

Methodology: The Qualtrics XM Customer Service Score is a proprietary score that is calculated based on the results of the American Customer Satisfaction Survey. The score is a combination of the company's customer service score and its overall customer satisfaction score. The score is used to rank the top 50 companies with the best customer service. The score is calculated using a proprietary algorithm that takes into account the company's industry, the number of customer service interactions, and the overall customer satisfaction score.

CATEGORIES

- Airlines
- Auto Parts
- Banks
- Cable & TV & Wealth Management
- Cable & Internet Providers
- Car Rental
- Department Stores
- E-Commerce
- Fashion, Apparel, Shoes
- Grocery
- Home Improvement
- Hotels
- Insurance
- Making & Skin Care
- Quick, Fast, Casual
- Sit Down Dining
- Specialty
- Supercenters
- Travel Booking Sites

Rank	Company	Customer Service Score	Overall Customer Satisfaction Score	Qualtrics XM Customer Service Score
1	Chick-fil-ee	92.76	85	99.7
2	Publix	92.91	85	98
3	USAA	90.13	85	99
4	TRADER JOE'S	91.15	84	98.7
5	Wegmans	91.95	82	92.3
6	THE UPS STORE	86.72	78	100
7	amazon	86.2	83	90
8	ACE Hardware	86.64	82	89.3
9	Home Depot	88.53	82	85
10	PET SUPPLIES PLUS	87.3	82	85.7
11	COSTCO	88.86	85	77.7
12	State Farm	86.35	80.6	84
13	Alaska	83.3	81	86
14	NORDSTROM	86.85	80	83
15	Apple	92.91	82	74.3
16	DELTA	84.92	76	87.3
17	Chewy	91.76	84	71
18	LONGHORNS	89.11	82	67
19	Walmart	90.12	79	65.7
20	Walmart	84.63	79	70.3
21	Southwest	86.56	78	63
22	CVS	84.88	82	60.7
23	SEPHORA	86.02	80	58
24	REGIONS	90.65	79	52.3
25	sam's club	85.94	83	52
26	ULTA	88.14	80	49.3
27	MARRIOTT	90.52	80	45.7
28	Fidelity	89.33	79.5	46.3
29	Walmart	89.04	82	42.7
30	Walmart	84.96	78	48
31	KOHL'S	82.27	79	47.7
32	TJ-maxx	78.97	79	50.3
33	jetBlue	86.02	76	45.3
34	Bath & Body Works	90.78	80	36.3
35	[Hilton]	87.61	79	37.7
36	Marshalls	78.48	79	45
37	HYATT	89.66	80	29.7
38	Amazon	85.44	79	34.7
39	TARGET	84.34	81	32.3
40	CHASE	89.14	77	26
41	CHASE	88.47	81	22.7
42	SAMSUNG	91.42	83	12.3
43	Bank of America	86.03	81	17.3
44	TID Bank	92.61	79	12.7
45	BJ's	85.71	82	8.3
46	Alamo	85	83	5.3
47	Booking.com	85.16	78	10
48	HOME DEPOT	83.82	73	15.3
49	petco	84.76	79	4.3
50	Verizon FIOS	78.08	74.5	9.7

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**Thirumalaisamy P.
Velavancorresponding**

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although fixed beams are predominantly characterized by their restrained ends they can further be classified based on their geometrical attributes and see more

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