

THE 50 COMPANIES WITH THE BEST CUSTOMER SERVICE

METHODOLOGY

Qualtrics XM uses a proprietary methodology to measure customer service performance. The methodology is based on a combination of quantitative and qualitative data. Quantitative data is collected through surveys that ask customers to rate their experience with various aspects of the customer service process. Qualitative data is collected through open-ended survey questions and social media monitoring. The methodology is designed to provide a comprehensive view of customer service performance across a wide range of industries and categories.

American Customer Satisfaction Index 2023-2024

The American Customer Satisfaction Index (ACSI) is a widely recognized benchmark for customer service performance. It measures customer satisfaction across a variety of industries and categories. The ACSI score is calculated based on a combination of quantitative and qualitative data. The ACSI score is a key indicator of customer service performance and is used by many companies to benchmark their performance against their competitors.

American Customer Satisfaction Index 2023-2024

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Global Best Customer Service 2024

The Global Best Customer Service award is an annual recognition of the best customer service performance in the world. It is awarded to the company that is judged to have the best customer service performance based on a combination of quantitative and qualitative data. The award is a key indicator of customer service performance and is used by many companies to benchmark their performance against their competitors.

CATEGORIES

- Airlines
- Auto Parts
- Banks
- 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 | Category | ACSI Score | Global Best Customer Service | Customer Satisfaction | Customer Effort Score |
|------|-------------------|----------------------------|------------|------------------------------|-----------------------|-----------------------|
| 1 | Chick-fil-ee | Quick, Fast, Casual | 92.76 | 85 | 99.7 | 277.43 |
| 2 | Publix | Supercenters | 92.91 | 85 | 98 | 275.91 |
| 3 | USAA | Auto Parts | 90.13 | 85 | 99 | 274.13 |
| 4 | TRADER JOE'S | Supercenters | 91.15 | 84 | 98.7 | 273.82 |
| 5 | Wegmans | Supercenters | 91.95 | 82 | 92.3 | 266.28 |
| 6 | THE UPS STORE | Service Centers | 86.72 | 78 | 100 | 264.72 |
| 7 | amazon | E-Commerce | 86.2 | 83 | 90 | 259.2 |
| 8 | ACE Hardware | Home Improvement | 86.64 | 82 | 89.3 | 257.97 |
| 9 | Home Depot | Home Improvement | 88.53 | 82 | 85 | 255.53 |
| 10 | PET SUPPLIES PLUS | Supercenters | 87.3 | 82 | 85.7 | 254.97 |
| 11 | COSTCO | Supercenters | 88.86 | 85 | 77.7 | 251.53 |
| 12 | State Farm | Insurance | 86.35 | 80.6 | 84 | 250.85 |
| 13 | Alaska | Travel Booking Sites | 83.3 | 81 | 86 | 250.3 |
| 14 | NORDSTROM | Department Stores | 86.85 | 80 | 83 | 249.85 |
| 15 | Apple | E-Commerce | 92.91 | 82 | 74.3 | 249.24 |
| 16 | DELTA | Airlines | 84.92 | 76 | 87.3 | 248.25 |
| 17 | Chewy | E-Commerce | 91.76 | 84 | 71 | 246.76 |
| 18 | LONGHORNS | Quick, Fast, Casual | 89.11 | 82 | 67 | 238.11 |
| 19 | Wendy's | Quick, Fast, Casual | 90.12 | 79 | 65.7 | 234.79 |
| 20 | McDonald's | Quick, Fast, Casual | 84.63 | 79 | 70.3 | 233.96 |
| 21 | Southwest | Airlines | 86.56 | 78 | 63 | 227.56 |
| 22 | CVS | Pharmacies | 84.88 | 82 | 60.7 | 227.55 |
| 23 | SEPHORA | Retail | 86.02 | 80 | 58 | 224.02 |
| 24 | REGIONS | Banks | 90.65 | 79 | 52.3 | 221.98 |
| 25 | sam's club | Supercenters | 85.94 | 83 | 52 | 220.94 |
| 26 | ULTA | Retail | 88.14 | 80 | 49.3 | 217.47 |
| 27 | MARRIOTT | Hotels | 90.52 | 80 | 45.7 | 216.19 |
| 28 | Fidelity | Investment Services | 89.33 | 79.5 | 46.3 | 215.16 |
| 29 | Walmart | Supercenters | 89.04 | 82 | 42.7 | 213.71 |
| 30 | Kroger | Supercenters | 84.96 | 78 | 48 | 210.96 |
| 31 | KOHL'S | Department Stores | 82.27 | 79 | 47.7 | 208.94 |
| 32 | TJ-maxx | Department Stores | 78.97 | 79 | 50.3 | 208.3 |
| 33 | jetBlue | Airlines | 86.02 | 76 | 45.3 | 207.35 |
| 34 | Bath & Body Works | Retail | 90.78 | 80 | 36.3 | 207.11 |
| 35 | [Hilton] | Hotels | 87.61 | 79 | 37.7 | 204.28 |
| 36 | Marshalls | Department Stores | 78.48 | 79 | 45 | 202.48 |
| 37 | HYATT | Hotels | 89.66 | 80 | 29.7 | 199.33 |
| 38 | Amazon | E-Commerce | 85.44 | 79 | 34.7 | 199.11 |
| 39 | TARGET | Supercenters | 84.34 | 81 | 32.3 | 197.67 |
| 40 | 53 | Supercenters | 89.14 | 77 | 26 | 192.14 |
| 41 | CHASE | Banks | 88.47 | 81 | 22.7 | 192.14 |
| 42 | SAMSUNG | E-Commerce | 91.42 | 83 | 12.3 | 186.75 |
| 43 | Bank of America | Banks | 86.03 | 81 | 17.3 | 184.36 |
| 44 | TID Bank | Banks | 92.61 | 79 | 12.7 | 184.28 |
| 45 | BJ's | Supercenters | 85.71 | 82 | 8.3 | 176.04 |
| 46 | Alamo | Car Rental | 85 | 83 | 5.3 | 173.33 |
| 47 | Booking.com | Travel Booking Sites | 85.16 | 78 | 10 | 173.16 |
| 48 | HOME DEPOT | Home Improvement | 83.82 | 73 | 15.3 | 172.15 |
| 49 | petco | E-Commerce | 84.76 | 79 | 4.3 | 168.09 |
| 50 | Verizon FIOS | Cable & Internet Providers | 78.08 | 74.5 | 9.7 | 162.25 |

College Rankings How To Customer Service

**Public Service Commission of
Wisconsin**



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