

## Monthly Customer Service (CS) Metrics

Month	Calls/Hr	Job Sat.	CS Score	Esc.	Res.
1	14,563	83%	82	11%	85%
2	14,208	90%	82	12%	92%
3	14,029	82%	85	14%	84%
4	12,223	90%	86	15%	92%
5	11,255	84%	88	11%	86%
6	10,858	91%	98	9%	93%

\*Monthly Goals:

*Calls per Hour (Calls/Hr)  $\geq$  14,000;*

*Job Satisfaction (Job Sat.)  $\geq$  84%;*

*Customer Service (CS) Score  $\geq$  83;*

*Escalations (Esc.)  $\leq$  9%;*

*Resolutions (Res.)  $\geq$  85%*

What was the total number of calls that had resolutions for month 4?

92	11,001	11,245	12,223	12,506
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# Sat Practice This Month Customer Service

**Yijin Wang**



**Sat Practice This Month Customer Service:**

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