[Company name]

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Customer Service Weekly Report

A one-week view of demand, speed, quality, and what needs attention next. Complete it from your case records, not from memory, and circulate it at the start of the following week.

Week beginning	[Date of the first day of the reporting week]
Week ending	[Date of the last day of the reporting week]
Prepared by	[Full name and job title of the person who prepared this report]
Team	[Name of the team covered by this report]

Headline figures

Measure	This week	Last week	Change	Target
Cases received				[Target for cases received]
Cases resolved				[Target for cases resolved]
Cases still open at week end				[Target for open cases]
Average first response time				[Target first response time]
Average resolution time				[Target resolution time]
Cases resolved at first contact (percentage)				[Target first-contact resolution percentage]
Cases meeting the service target (percentage)				[Target service-level percentage]
Customer satisfaction score (percentage)				[Target customer satisfaction score]

Volume by channel

Channel	Cases received	Cases resolved	Cases still open
Telephone			

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Email			
Live chat or messaging			
In person			
Other channels			

Volume by category

Category	Cases received	Share of total	Change on last week

Add rows for further categories.

Performance by team member

Add rows for further team members. Compare volume alongside quality, not volume alone.

Team member	Cases handled	Cases resolved	Average first response time	Satisfaction score

Top issues this week

Issue	Number of cases	What is causing it	Action agreed	Owner	Due date

Escalations and overdue cases

Cases escalated this week	
Cases overdue at week end	

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Oldest open case (reference and age)	[Reference and age of the oldest open case]
Action on overdue cases	[Action agreed on overdue cases]

What went well, and what needs attention

What went well this week:

_____

_____

What needs attention next week:

_____

_____

Priorities for next week

1. [First priority for next week]
2. [Second priority for next week]
3. [Third priority for next week]

Reviewed by	[Full name and job title of the person who reviewed this report]
Date reviewed	[Date this report was reviewed]