Ashford Business Services Ltd

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	9 November 2026
Week ending	9 November 2026
Prepared by	Sarah Mitchell
Team	Sarah Mitchell

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				10:30 am
Average resolution time				10:30 am
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 as agreed at the meeting.

Volume by channel

Channel	Cases received	Cases resolved	Cases still open
Telephone			
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	
Oldest open case (reference and age)	JOB-1042
Action on overdue cases	Action agreed on overdue cases as agreed at the meeting.

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	Sarah Mitchell

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Date reviewed	9 November 2027