[Company name]

How to use this document: delete this paragraph before saving, sharing, or circulating it. Every part shown in blue is yours to replace: type your own details over each blue [field] until no blue remains. Add or remove table rows to fit your needs. Then select all (Ctrl+A) and set the font colour to the same dark colour throughout. What is left is your finished document.

# 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 | | | |
| Email | | | |
| Live chat or messaging | | | |
| In person | | | |
| Other channels | | | |

[Company name]

## 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)** | [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:

_____

_____

# [Company name]

## 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] |