[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. 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: _____ **Week ending:** _____ **Prepared by:** _____ **Team:** _____ **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			

Volume by category Add rows for further categories.

Category	Cases received	Share of total	Change on last week

Performance by team member Add rows for further team members. Compare volume alongside quality, not volume alone. **Top issues this week:**

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

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:** _____

[Company name]

Oldest open case (reference and age): _____ **Action on overdue cases:** _____

What went well, and what needs attention What went well this week:

_____

_____

What needs attention next week: _____

_____

Priorities for next week [First priority for next week]

[Second priority for next week]

[Third priority for next week]

Reviewed by: _____ **Date reviewed:** _____