

Benchmark your customer service!



Chartwell Customer Service Benchmark Survey

SAMPLE QUESTIONS

1

How many agents are dedicated exclusively to each channel?

2

Which features are included in your IVR?

3

What CRM platform do you use?

4

Which of these customer metrics does your company track? (CSAT, CES, empathy, trust, etc.)

5

What is your utility's annual average first contact resolution (FCR) for each of the following channels?

[To participate in the survey and get a FREE copy of the results, please click here.](#)