

CUSTOMER SUPPORT QUARTERLY REVIEW

Review Period: Q____ / Year: 202_

Lead: _____

MONTH	KEY OBJECTIVES & MILESTONES	TARGET KPIS	REVIEW DATE
Month 1		CSAT: FRT:	
Month 2		CSAT: FRT:	
Month 3		CSAT: FRT:	

Quarterly Performance Checklist

- Quality Assurance Audit Completed
- Training Gaps Identified
- Macro/Template Refresh
- Individual 1-on-1s Finished
- Software/Tooling Review

Summary & Strategic Initiatives