

Quarterly Customer Satisfaction Goals

Date: [Insert Date]

Dear [Recipient's Name],

As we strive to enhance our customer experience, I would like to outline our quarterly customer satisfaction goals for [quarter/year]. Our focus this quarter will be on the following key areas:

- **Customer Feedback:** Increase feedback collection rates by 20% through surveys and direct outreach.
- **Response Time:** Improve our average response time to customer inquiries to under 2 hours.
- **Net Promoter Score (NPS):** Achieve an NPS of [insert target score] by the end of the quarter.
- **Support Resolution:** Reach a first contact resolution rate of 85% for customer support tickets.

To achieve these goals, we will implement training sessions for our customer service team and enhance our feedback mechanisms. I encourage everyone to contribute ideas and strategies that could help us accomplish these objectives.

Thank you for your commitment to delivering exceptional customer service. Together, we can ensure that our customers have a positive experience with our company.

Best regards,
[Your Name]
[Your Position]
[Your Company]