

Technology Department Targets for Customer Satisfaction

Date: [Insert Date]

To: [Recipient Name]

From: [Your Name]
[Your Position]
Technology Department

Dear [Recipient Name],

As part of our ongoing commitment to enhancing customer satisfaction, the Technology Department has outlined a set of targets for the upcoming quarter. These targets are designed to address critical areas of improvement and ensure that we meet the expectations of our clients.

Targets for Customer Satisfaction

- Reduce response time for technical support queries to under 4 hours.
- Create and implement a customer feedback system to gather insights on service quality.
- Achieve a customer satisfaction score of 90% or higher in quarterly surveys.
- Hold monthly reviews to address and resolve recurring technical issues.
- Offer training sessions for clients to better understand our technological tools.

Your support and cooperation will be crucial in reaching these targets. We value your feedback and look forward to working together to enhance our customer experience.

Thank you for your attention to this important matter.

Sincerely,

[Your Name]
[Your Position]
Technology Department