

Date: [Insert Date]

To: [Insert Recipient's Name]

From: [Insert Your Name]

Subject: Customer Service Performance Metrics Review

Dear [Insert Recipient's Name],

I hope this message finds you well. As a board director, it is crucial to periodically assess and discuss our customer service performance metrics to ensure we are aligned with our strategic goals and serving our clients effectively.

In the recent quarter, we have seen improvements in key performance indicators, including a [Insert Percentage]% increase in customer satisfaction scores and a [Insert Percentage]% reduction in response times. Additionally, our net promoter score (NPS) has risen to [Insert Score], which is a positive signal of our customers' willingness to recommend our services.

However, there are areas that require our urgent attention. Our first contact resolution rate has dipped to [Insert Percentage]%, and I believe implementing targeted training for our customer service staff could significantly enhance our performance in this area.

Please find attached a comprehensive report detailing these metrics and insights derived from customer feedback. I urge you to review them in preparation for our upcoming board meeting, where we will further discuss strategies for improvement.

Thank you for your attention to this important matter. I look forward to your insights and recommendations.

Best regards,

[Insert Your Name]

[Insert Your Position]