

Service Level Agreement Performance Metric Discussion

Date: [Insert Date]

To: [Recipient's Name]
[Recipient's Title]
[Company Name]

From: [Your Name]
[Your Title]
[Your Company]

Subject: Discussion on SLA Performance Metrics

Dear [Recipient's Name],

I hope this message finds you well. I am writing to initiate a discussion regarding the performance metrics outlined in our Service Level Agreement (SLA) dated [Insert SLA Date]. As we approach the review period, it is essential to assess our performance against the agreed-upon metrics and identify areas for improvement.

Below, I have summarized the key performance metrics for our review:

- Response Time: [Insert Metric] - Current Performance: [Insert Current Performance]
- Resolution Time: [Insert Metric] - Current Performance: [Insert Current Performance]
- Uptime Percentage: [Insert Metric] - Current Performance: [Insert Current Performance]
- Customer Satisfaction Score: [Insert Metric] - Current Performance: [Insert Current Performance]

We would like to schedule a meeting to review these metrics in detail and discuss any necessary adjustments or actions moving forward. Please let me know your availability for the week of [Insert Suggested Dates].

Thank you for your attention to this matter. I look forward to our conversation.

Best regards,

[Your Name]
[Your Title]
[Your Company]
[Your Contact Information]