

Service Level Agreement Summary Report

Date: [Insert Date]

To: [Client's Name]

From: [Your Company Name]

Overview

This report summarizes the key metrics and service level performance based on the Service Level Agreement (SLA) established between [Your Company Name] and [Client's Name].

Service Levels

- **Service Description:** [Description of the services offered]
- **Response Time SLA:** [Insert SLA response time]
- **Resolution Time SLA:** [Insert SLA resolution time]

Performance Metrics

Metric	Target	Actual	Status
Response Time	[Target Time]	[Actual Time]	[Met/Not Met]
Resolution Time	[Target Time]	[Actual Time]	[Met/Not Met]

Issues and Recommendations

[Detail any issues encountered, along with recommendations for improvement.]

Next Steps

[Outline the next steps to enhance service performance and client satisfaction.]

Contact Information

If you have any questions regarding this report, please contact:

[Your Name]

[Your Position]

[Your Company Name]

[Phone Number]
[Email Address]