

OmniServe Customer Satisfaction (CSAT) Guidelines

OmniServe Solutions Customer Satisfaction (CSAT) Guidelines

Customer satisfaction is at the heart of our business. These guidelines outline how agents should strive to deliver a positive customer experience, measured through key metrics like the Net Promoter Score (NPS).

1. Interaction Quality

Agents must always listen attentively, show empathy, and offer a personalized response that fits the customer's needs. Active listening and clear communication are key to achieving high satisfaction scores.

2. Conflict Resolution

In case of an upset customer, the agent must apologize for the inconvenience and offer a solution that addresses the core issue. Customers should feel that their concerns are heard and valued.

...

3. Metrics and Scoring

Customer satisfaction is measured through:

- Net Promoter Score (NPS)
- Customer Effort Score (CES)
- Call Quality Evaluations

...