

## **CUSTOMER CARE REGISTRY**

### **PROBLEM STATEMENT:**

- 1. Number of requests received per day**
- 2. Number of requests closed per user**
- 3. Average response time**
- 4. Average handle time**
- 5. Number of messages per owner**
- 6. Number of requests created per month**
- 7. Not meeting the customer expectations**
- 8. No crisis management or escalation protocol**
- 9. Dealing with angry customers**
- 10. Customer service workflows aren't aligned with the customer's journey**