

Project Acceptance Criteria

Customer Satisfaction:

- Increased customer satisfaction scores by 10% within one year of project completion.
- Reduced customer churn rate by 5% within one year of project completion.
- Increased positive customer feedback by 15% within one year of project completion.

Process Improvement:

- Development and implementation of standardized customer service processes.
- Reduced average time to resolve customer issues by 20%.
- Increased first call resolution rate by 15%.

Technology Integration:

- Successful integration of new technology solutions with existing systems.
- Improved system uptime and performance.
- Enhanced user experience for customer service representatives.

Continuous Improvement:

- Establishment of a culture of continuous learning and improvement within the customer service organization.
- Regular review and analysis of customer feedback.
- Implementation of ongoing process improvement initiatives.

Additional Acceptance Criteria:

- Project completed within budget and on schedule.
- All project deliverables meet or exceed requirements.
- Project documentation is complete and accurate.
- Formal project closure and evaluation report submitted.