

NEW IN  
2020

*100 Canadian companies evaluated by  
their customers on 11 dimensions*

## AN ASSESSMENT OF THE CUSTOMER EXPERIENCE WITH A CUSTOMER SERVICE OR AFTER-SALES SUPPORT REPRESENTATIVE



EVALUATION OF THE  
CUSTOMER SERVICE EXPERIENCE  
VIA DIFFERENT CHANNELS  
(TELEPHONE, CHAT, EMAIL, SOCIAL MEDIA,  
TEXT MESSAGE, ETC.)



KEY PERFORMANCE INDICATORS  
FOR THE CONTACT SERVICE  
(OVERALL SATISFACTION AND LIKELIHOOD  
TO RECOMMEND)



SECTOR AND CANADIAN  
COMPARISONS AVAILABLE



SUPPORT WITH IDENTIFYING AND  
IMPLEMENTING POTENTIAL  
SOLUTIONS



8,000 CANADIANS SURVEYED FROM  
OCTOBER TO NOVEMBER 2020

**COST TO SUBSCRIBE**

**\$3,500**