

Percentage of Utilities Customer Complaints Resolved Within 50 Days

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



Percentage of Customer Complaints Resolved Within 50 Days

Definition & Measurement Details



What is Percentage of Utilities Customer Complaints Resolved Within 50 Days?

The number of utilities customer complaints resolved in 50 business days or less divided by the total number of customer complaints resolved over the same period of time, as a percentage.

Why should this KPI be measured?

Percentage of Utilities Customer Complaints Resolved Within 50 Days measures the quality of service provided by the Utilities company and the efficiency of complaint resolution practices. A relatively low value for

How is this KPI calculated?

Two values are used to calculate this KPI: (1) the number of utilities customer complaints resolved in 50 business days or less within a sample period and (2) the total number of customer complaints

ABRIDGED CONTENT
Purchase to View Full Definition & Measurement Details!

Percentage of Customer Complaints Resolved Within 50 Days

Benchmarks & Characteristics of High Performers



Percentage of Utilities Customer Complaints Resolved Within 50 Days

(Number of Utilities Customer Complaints Resolved in 50 Days or Less / Total Number of Customer Complaints Resolved) * 100



Characteristics of High Performers

- KPIs are well-defined, tracked and tied to performance reviews
- Robust self-service options for customer

Sample Size: XX

KPI Type: XX

Unit: XX

Is High or Low Best?: XX

How to read this chart: This chart summarizes the performance gaps between high (Top 5%), mid (Median) and low (Bottom 5%) performers for this Key Performance Indicator (KPI). For example, the column labeled "Top 5%" represents a company that outperformed 95% of the peer group observed for this metric.

Benchmarking Report Terms & Conditions

OpsDog KPI Reports



© 2017 OpsDog, Inc.

The OpsDog KPI Reports and their contents are protected by copyright laws, contain the trademark OpsDog, Inc., and are OpsDog's proprietary information. No part of this book shall be reproduced, stored in a retrieval system, or transmitted by any means, electronic, mechanical, photocopying, recording or otherwise, without written permission from OpsDog, Inc.

OpsDog, Inc. assumes no liability with respect to the use of the information contained herein which is provided "as is" and there are no warranties of any kind provided by OpsDog with respect to this report. OpsDog assumes no responsibility for errors or omissions and will not be liable for any damages resulting from the use of the information contained herein.

OpsDog, Inc.

1502 Augusta Dr., Suite 200

Houston, TX 77057

Tel: 844-650-2888