



PERFORMANCE INDICATORS (CSPI)

CSPI's are performance indicators allowing for the company's prized assets, their employees, to bring their best everyday and enjoy their work.

To achieve modern day customer success everyone in the organization must be focused on managing customer relationships.

CSPI's are used to measure employee success and their ability to deliver exceptional service that reaps the following benefits.



Benefits

- Increase in customer retention
- Decrease in the number of customer complaints
- Reduction in employee turnover
- Lower the cost of customer acquisition
- Improve customer satisfaction scores

BETTER LEADERS

BETTER EMPLOYEES

BETTER PROCESSES



FINANCIAL REWARDS:

- Customer come back
- Increase their frequency of purchasing
- Purchase additional services
- Tell friends, family and colleagues
- Customers become loyal fans



CUSTOMER SERVICE PERFORMANCE INDICATORS (CSPI)

Employees want to bring their best daily but are faced with some hard realities. Company visions aren't clear, expectations are not monitored and many employees are disengaged.

That hurts any business. To continuously move the dial and gain traction monitor what will, across the board, change results.

- Create a customer centric culture
- Set expectations for creating exceptional service
- Use company core values with every interaction
- Enhance employee professional skillsets
- Allow for employees to become more engaged with customers



What We Do

- Train on how to marry our Magic 7, CSPI's to your existing company or department KPI's.
- Teach how to weigh each performance indicator for optimal success.
- Train employees on mastering customer service, use effective communication and increase the customers lifetime value.
- Assist in creating a success plan for coaching.
- Help create company or departmental KPI's.



rise and shine

BETTER LEADERS, BETTER EMPLOYEES,
BETTER PROCESSES



YOUR REWARDS

- Increased employee engagement
- Customer success improvement (NPS)
- Sustainable relationships
- Customer centric culture
- Increase in revenue

PERFORMANCE INDICATORS

Provide a focus for strategic and operational improvement, create an analytical basis for decision making and help focus attention on what matters most.



LET'S CONNECT

TO DISCUSS HOW YOU CAN USE CSPI'S TO BUILD BUSINESS SUCCESS.



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