How To Measure Your Customer Bill Of Rights

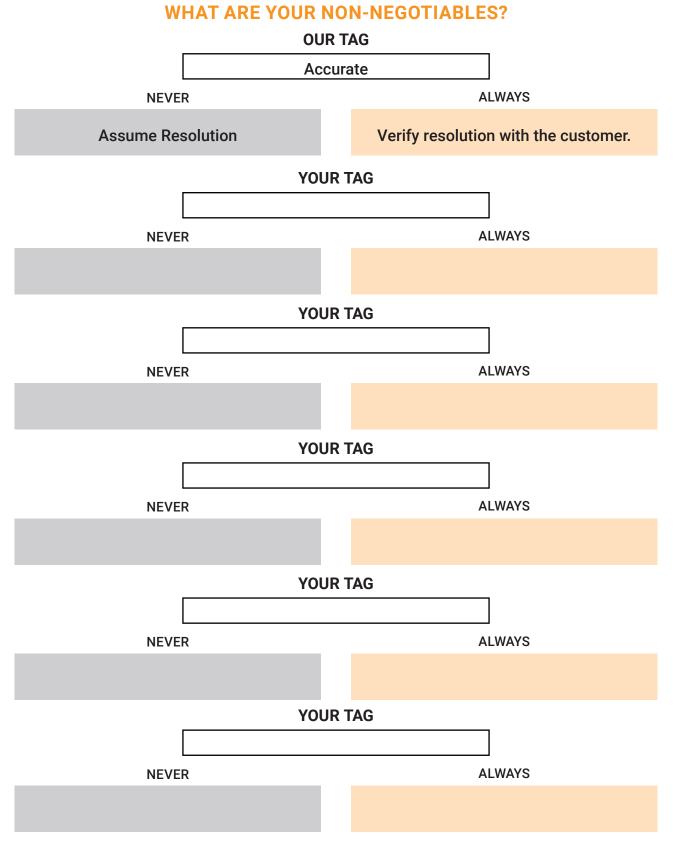## Customer Bill of Rights: Why you need them.

Make no mistake, an MSPs work isn't done when the Mission Statement and Core Values have been determined. The Customer Bill of Rights is essential to make your service delivery values transparent for your customer service crew. These values are your non-negotiables, and when a proper program is set up, you'll be able to motivate and reward your team as well as align with your customers in a measurable way.

In this section you'll find examples of common non-negotiable values you can use with your team. These can be adapted to your company's own values, and tracked using tags. These tags can be incorporated in automated surveys in order to see what value the crew or client need to be aligned on, or to reward consistent good work.

TAGS	NEVER	ALWAYS
Response Time	Ignore a ticket due to difficulty level	Provide a human response within 30 minutes
Helpfulness	Patronize or condescend to	Be kind & empathetic
Knowledgeable	Say "I don't know"	Look for an answer
Accurate	Assume Resolution	Verify resolution with the customer
Empathy	Do only what is asked	Understand what your customer needs beyond the ticket issue
Resolution Time	Keep the customer waiting	Resolve issue within the SLA period

CUSTOMER BILL OF RIGHTS

WHAT ARE YOUR NON-NEGOTIABLES?

OUR TAG

Accurate

NEVER	ALWAYS
Assume Resolution	Verify resolution with the customer.

YOUR TAG

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