



Customer Service **MONTHLY UPDATES**

SEPTEMBER 2023

As we move into Fall, things have dialed down slightly for Customer Service, giving us a chance to breath before the hectic Winter and the Holiday season is upon us.

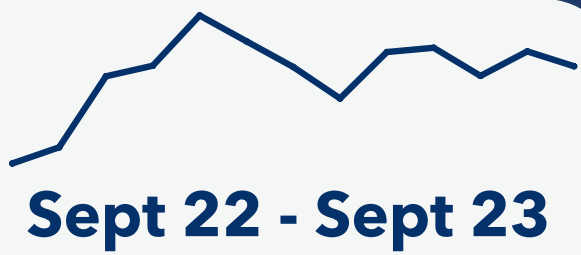
This month we've been assisting Finance with processing credit card disputes and chargebacks while they are down a few members so you might be seeing more accounts cancelled for chargebacks and labelled with a CB in the barcode and with notes in the customer notes section. These accounts are people that have disputed a monthly charge on their account with their bank/ credit card company so we cancel the account. If you see an account with CB on it please do not remove it as they're account should be kept cancelled due to the dispute. If you have any questions send me an email at [**corey@expresswashconcepts.com**](mailto:corey@expresswashconcepts.com).

Customer Service is always willing to help both you all and our customers out with any question you may have, but we have noticed quite an increase in customers being told to "just call home office/ customer service" when the issue was something simple that site staff could've assisted them with (like a tag swap) or their issue required a specific Home Office staff members help (marketing, operations, etc..) and they were just told to call CS to get to there. This makes the customers feel neglected and that they are a bother to you all, which is not what we want! It also makes them feel like their time isn't being valued as they have to sit on hold and talk to several different people before getting their issue addressed. Please take the extra minute to look at the roster and give the customers the extension to the person at the Home Office they need to speak with. If you have any questions or issues please let me know!

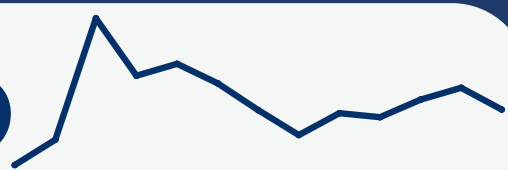


Customer Service Report | SEPT 2023

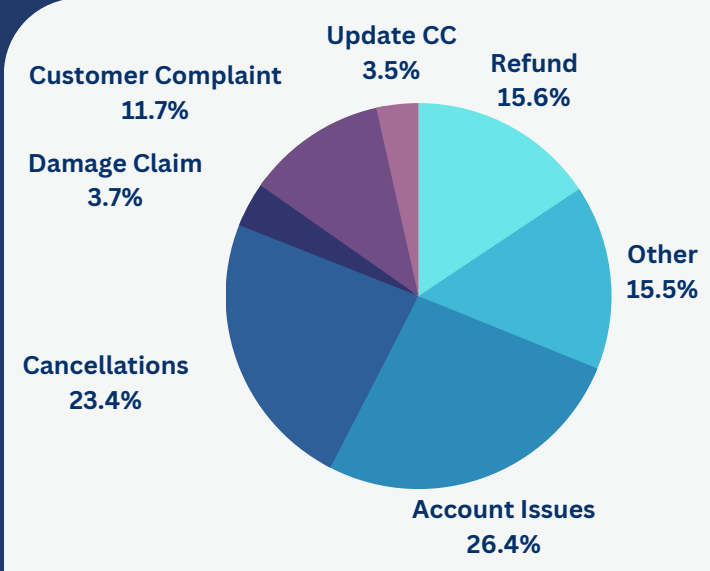
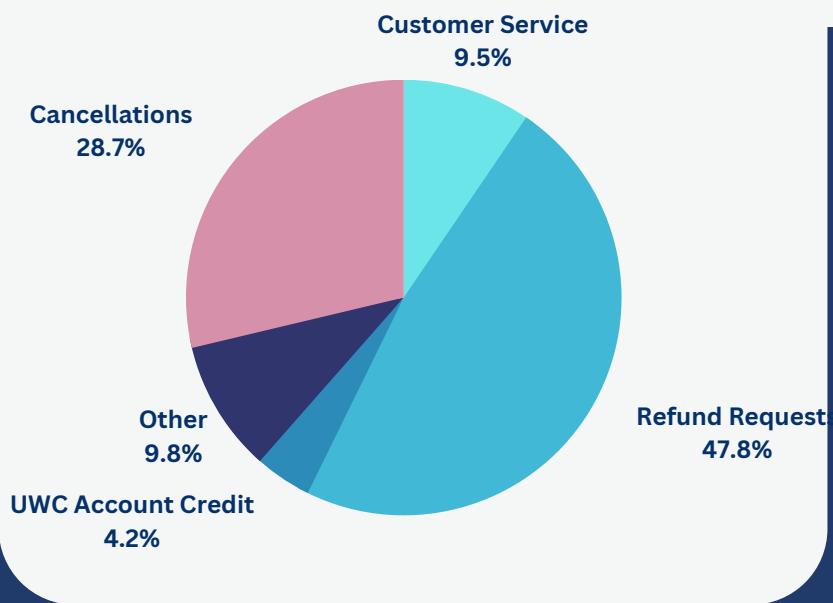
6,903 5.5% ↓
over August 23
Total Monthly Contacts



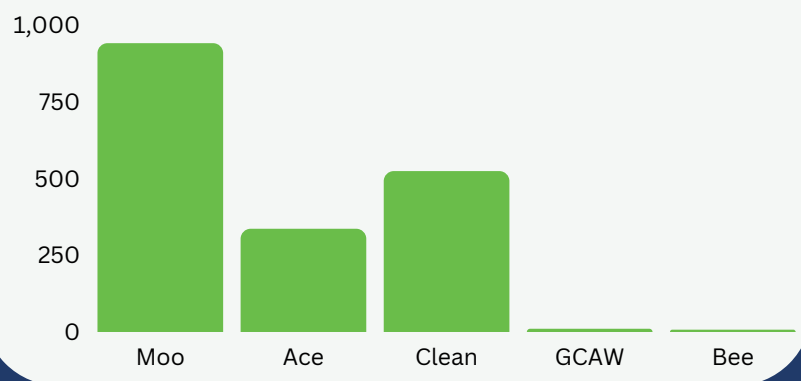
2,326
Salesforce Cases Sept 22 - Sept 23



2,184
CS Phone Calls



1,813 **Facebook Messages**



Oct 22 - Sept 23

.73 **Average Response Time**
Business Days (~5.5 hours)

Store Phone Data | SEPT 2023

Top Calls

106 with 227
203 with 246
302 with 251
408 with 183
508 with 185
601 with 137
703 with 150

Top Pick Up %

133 with 63%
212 with 69%
308 with 40%
404 with 56%
509 with 68%
604 with 41%
703 with 45%

[Click here to see Google Review Avg](#)

Customer Complaints | SEPT 2023

14 Total (36% decrease from previous month)

