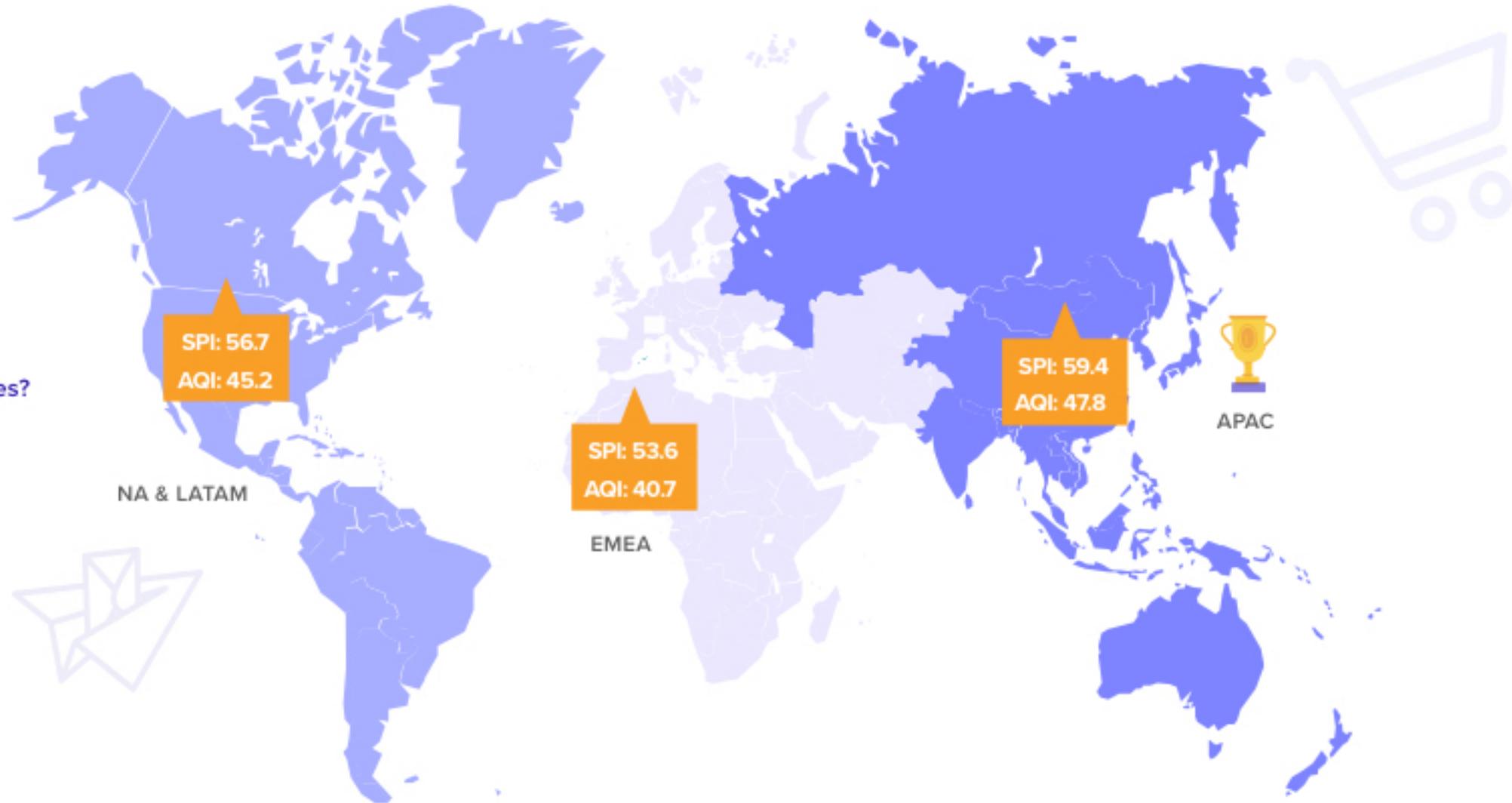
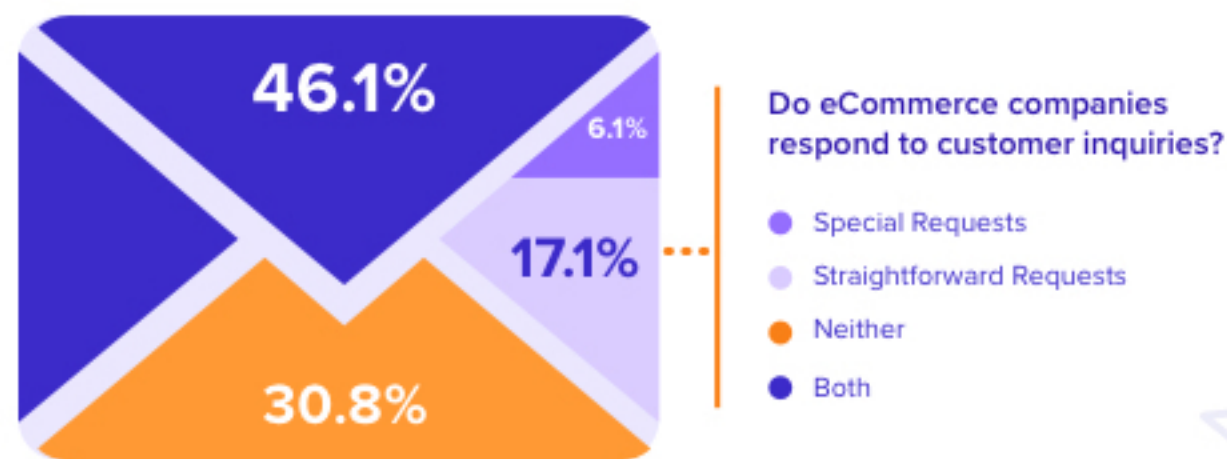


Customer Service Benchmark Report

eCommerce

Regional performance on the Answer Quality Index and Support Performance Index

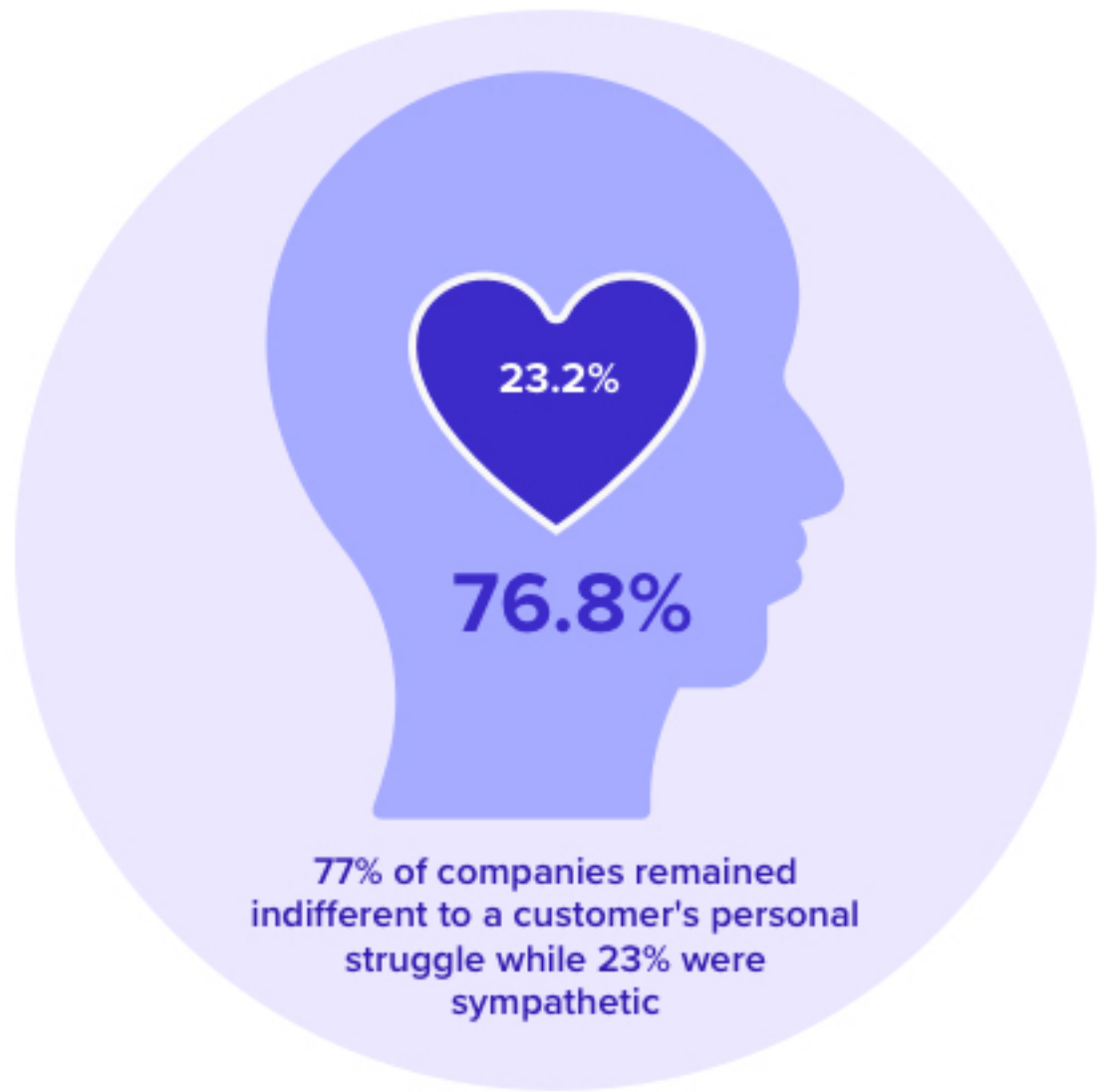
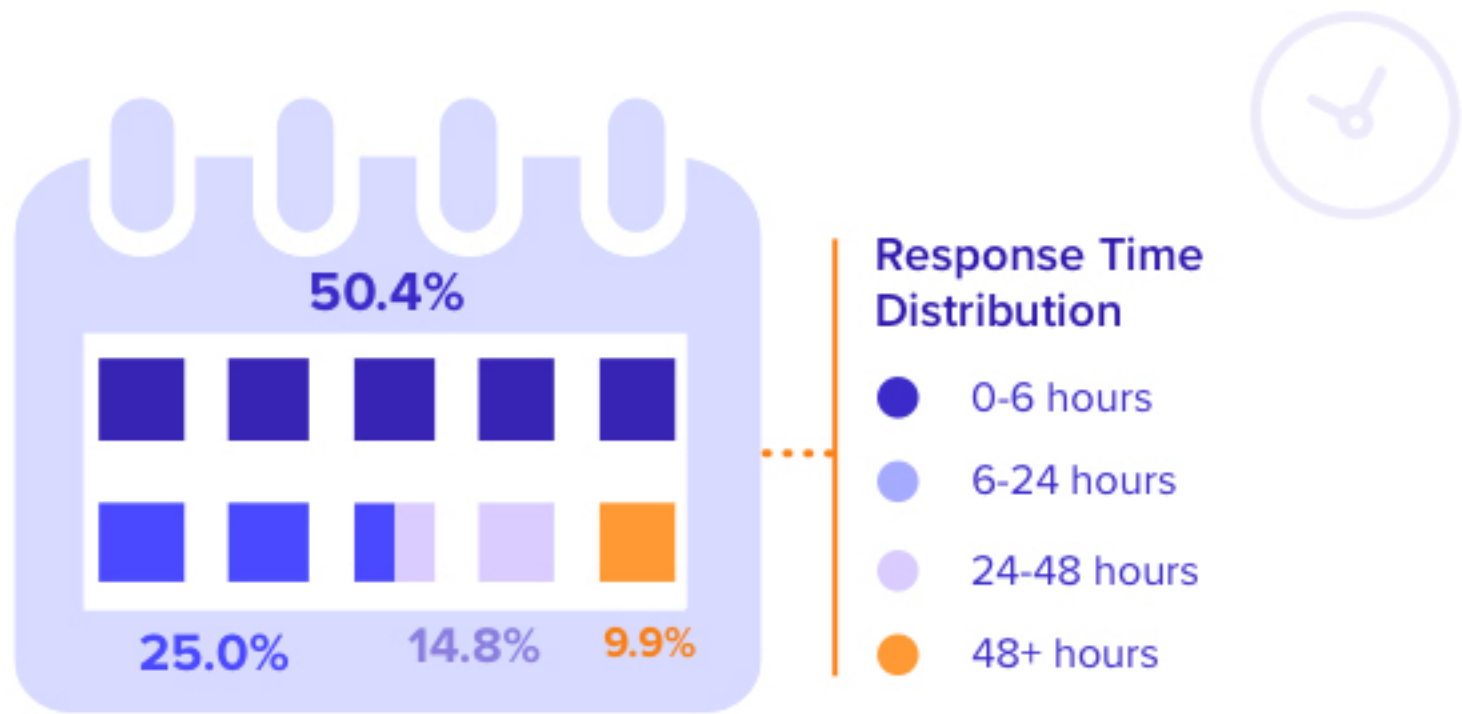
SPI Leaderboard



Company	Country	SPI ↓
DC	United States	104.90
PRINCESS PILLY	Australia	103.44
Payless	United States	103.34
COS	United Kingdom	101.45
Universal Store	Australia	100.73

The companies that provided the most comprehensive, personalized and meaningful responses, scoring highest on our Support Performance Index

Country	↓ Average SPI	Special Request Response Time (hrs)	Standard Request Response Time (hrs)
AUSTRALIA	65.2	19.8	19.8
NETHERLANDS	64.4	18.7	18.7
SINGAPORE	60.7	7.5	7.5



Consumer Electronics companies provide the worst support



Companies that Provided the Highest Discount When Requested



20.8%

CSAT surveys are extremely rare. Only 20.8% of companies sent a CSAT survey.

