

Monthly Trend Tracking

Metric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
CX Score												
CSAT												
NPS												
Greeting %												
Wait Time												
Resolution %												

Action Items & Recommendations

#	Action Item	Owner	Deadline	Status
1				
2				
3				
4				
5				
6				

Notes:
