Klarstig

Customer Service Vendor Evaluation

Evaluate the relevant performance or experience against stated criteria. Record examples to explain each judgment and identify useful next steps.

Contact and reference

Organization using this document

Your name or contact reference *

Email for a reply if needed

Information for this document

Person service or activity evaluated *

Evaluation period *

Criteria used for this evaluation *

Quality against the stated criteria *

- ☐ Below expectations
- ☐ Meets expectations
- ☐ Exceeds expectations
- ☐ Insufficient evidence

Evidence and specific examples *

Strengths to maintain

Improvements and support needed *

Follow up date

Specific details

Vendor legal or trading name and service category

Complete when relevant to this request.

Capabilities service area delivery terms and relevant references

Operating context

Organization branch or team concerned

Complete when relevant to this request.

Local requirements and constraints relevant to this document

Team specific details

Customer service team queue or case reference

Complete when relevant to this request.

Response expectations escalation route and customer handover needs

Limitations and what needs setup

- Submitting the form records the answers in your workspace. It does not approve, schedule, charge or reply on its own unless you add that step to the workflow.
- Email notifications, approval routing, document generation and connections to other systems are available but not switched on until you configure them.

Want help tailoring this form? Free, Starter and Pro include five personal setup sessions, up to 30 minutes each, per new organization.

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