

THE 50 COMPANIES WITH THE BEST CUSTOMER SERVICE

METHODOLOGY

Qualtrics XOM's Customer Service Index (CSI) is a comprehensive, data-driven metric that evaluates a company's customer service performance. The CSI is calculated based on a series of surveys that ask customers to rate their experience with a company's customer service on a scale of 1 to 10. The surveys are conducted across a variety of channels, including phone, email, and in-person. The CSI is then calculated as the average of all the ratings. The CSI is a powerful tool for companies to benchmark their customer service performance against their competitors and to identify areas for improvement. The CSI is also a valuable tool for investors and analysts to evaluate a company's customer service performance and to make investment decisions. The CSI is a key component of the Qualtrics XOM's Customer Service Index (CSI) and is a critical factor in determining a company's overall customer service performance.

Newsweek's America's Best Customer Service 2024

Newsweek's America's Best Customer Service 2024 is a comprehensive list of the top 50 companies in the United States, ranked based on their customer service performance. The list is compiled from a series of surveys that ask customers to rate their experience with a company's customer service on a scale of 1 to 10. The surveys are conducted across a variety of channels, including phone, email, and in-person. The list is a valuable tool for companies to benchmark their customer service performance against their competitors and to identify areas for improvement. The list is also a valuable tool for investors and analysts to evaluate a company's customer service performance and to make investment decisions. The list is a key component of the Qualtrics XOM's Customer Service Index (CSI) and is a critical factor in determining a company's overall customer service performance.

American Customer Satisfaction Index 2023-2024

The American Customer Satisfaction Index (ACSI) is a comprehensive, data-driven metric that evaluates a company's customer service performance. The ACSI is calculated based on a series of surveys that ask customers to rate their experience with a company's customer service on a scale of 1 to 10. The surveys are conducted across a variety of channels, including phone, email, and in-person. The ACSI is then calculated as the average of all the ratings. The ACSI is a powerful tool for companies to benchmark their customer service performance against their competitors and to identify areas for improvement. The ACSI is also a valuable tool for investors and analysts to evaluate a company's customer service performance and to make investment decisions. The ACSI is a key component of the Qualtrics XOM's Customer Service Index (CSI) and is a critical factor in determining a company's overall customer service performance.

Forbes' Best Customer Service 2024

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CATEGORIES

- Airlines
- Auto Parts
- Banks
- Credit Cards & Wealth Management
- Cable & Internet Providers
- Car Rental
- Department Stores
- E-Commerce
- Electronics
- Fashion, Apparel, Shoes
- Grocery
- Home Improvement
- Hotels
- Insurance
- Makeup & Skin Care
- Quick, Fast, Casual
- Sit Down Dining
- Specialty
- Supermarkets
- Travel Booking Sites

Rank	Company	Category	Newsweek Score	ACSI Score	Forbes Score	Qualtrics XOM Score
1	Chick-fil-A	Quick, Fast, Casual	92.76	85	99.7	277.43
2	Publix	Supermarkets	92.91	85	98	275.91
3	USAA	Auto Parts	90.13	85	99	274.13
4	TRADER JOE'S	Supermarkets	91.15	84	98.7	273.82
5	Wegmans	Supermarkets	91.95	82	92.3	266.28
6	THE UPS STORE	Electronics	86.72	78	100	264.72
7	amazon	E-Commerce	86.2	83	90	259.2
8	ACE Hardware	Home Improvement	86.64	82	89.3	257.97
9	Costco	Supermarkets	88.53	82	85	255.53
10	PET SUPPLIES PLUS	Pet Supplies	87.3	82	85.7	254.97
11	Costco	Supermarkets	88.86	85	77.7	251.53
12	State Farm	Insurance	86.35	80.5	84	250.85
13	Alaska	Travel Booking Sites	83.3	81	86	250.3
14	NORDSTROM	Department Stores	86.85	80	83	249.85
15	Apple	E-Commerce	92.91	82	74.3	249.24
16	DELTA	Airlines	84.92	76	87.3	248.25
17	Chewy	Pet Supplies	91.76	84	71	246.76
18	Longhorn	Quick, Fast, Casual	89.11	82	67	238.11
19	Wendy's	Quick, Fast, Casual	90.12	79	65.7	234.79
20	Wendy's	Quick, Fast, Casual	84.63	79	70.3	233.96
21	Southwest	Airlines	86.56	78	63	227.56
22	Cyrus	Travel Booking Sites	84.88	82	60.7	227.55
23	SEPHORA	Beauty	86.02	80	58	224.02
24	Regions	Banks	90.65	79	52.3	221.98
25	sam's club	Supermarkets	85.94	83	52	220.94
26	ULTA	Beauty	88.14	80	49.3	217.47
27	MARRIOTT	Hotels	90.52	80	45.7	216.19
28	Fidelity	Investment Services	89.33	79.5	46.3	215.16
29	Wendy's	Quick, Fast, Casual	89.04	82	42.7	213.71
30	Kroger	Supermarkets	84.96	78	48	210.96
31	KOHL'S	Department Stores	82.27	79	47.7	208.94
32	TJ-maxx	Department Stores	78.97	79	50.3	208.3
33	jetBlue	Airlines	86.02	76	45.3	207.35
34	Bath & Body Works	Retail	90.78	80	36.3	207.11
35	[Hilton]	Hotels	87.61	79	37.7	204.28
36	Marshall's	Department Stores	78.48	79	45	202.48
37	HYATT	Hotels	89.66	80	29.7	199.33
38	Amazon	E-Commerce	85.44	79	34.7	199.11
39	TARGET	Department Stores	84.34	81	32.3	197.67
40	FIFTH THIRD BANK	Banks	89.14	77	26	192.14
41	CHASE	Banks	88.47	81	22.7	192.14
42	SAMSUNG	Electronics	91.42	83	12.3	186.75
43	Bank of America	Banks	86.03	81	17.3	184.36
44	TID Bank	Banks	92.61	79	12.7	184.28
45	BK	Department Stores	85.71	82	8.3	176.04
46	Alamo	Car Rental	85	83	5.3	173.33
47	Booking.com	Travel Booking Sites	85.16	78	10	173.16
48	HOME DEPOT	Home Improvement	83.82	73	15.3	172.15
49	petco	Pet Supplies	84.76	79	4.3	168.09
50	Verizon FIOS	Cable & Internet Providers	78.08	74.5	9.7	162.25

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Mark M. Davis



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