

Customer Service Communication Audit Template

Section 1: Audit Information

Auditor Name:

Date:

Department/Team:

Channels Audited (e.g., Email, Chat, Phone):

Section 2: Communication Sample Details

Customer Name/ID:

Interaction Date/Time:

Type of Inquiry/Issue:

Section 3: Audit Criteria

Criteria	Yes/No	Comments
Greeting was appropriate and friendly	<input type="text"/>	<input type="text"/>
Agent understood customer issue	<input type="text"/>	<input type="text"/>
Provided accurate information/solution	<input type="text"/>	<input type="text"/>
Communication was clear and concise	<input type="text"/>	<input type="text"/>

Empathy and professionalism shown		
Follow-up or next steps explained		

Section 4: Overall Feedback

Strengths:

Areas for Improvement:

Additional Comments: