



PissedConsumer Survey:
The Best & Worst
Customer Service



Methodology

The consumer advocacy website & review platform, PissedConsumer.com, conducted an online survey among its visitors, gathering **82 032 responses**.

Gender:

Female **54%**

Male **46%**

While the number of responses varied by question, **the analysis focused on three key areas:**

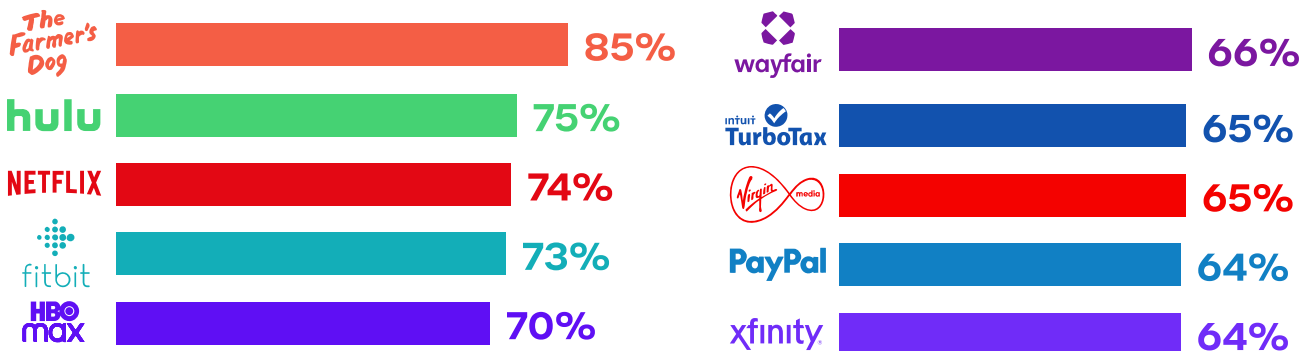
- Did the customer service representative resolve your issue?
- How would you rate your satisfaction with the customer service representative you spoke to?
- How likely are you to recommend the company to a friend or colleague? (Net Promoter Score or NPS).

This report highlights insights drawn from these questions, based on a minimum of 50 responses per question for each company included in the analysis.

All responses were collected throughout 2024.

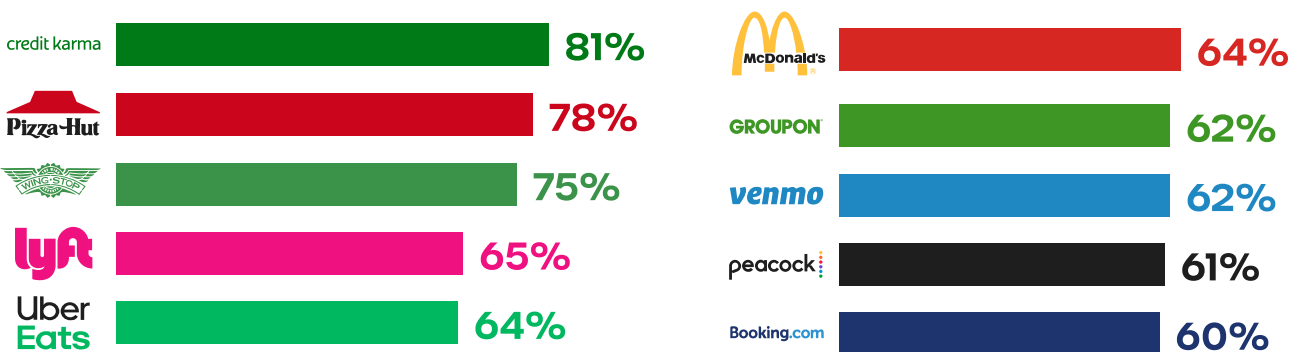
Best Customer Service Companies

Effectiveness of top companies in resolving customer issues. Higher scores indicate better resolution rates.



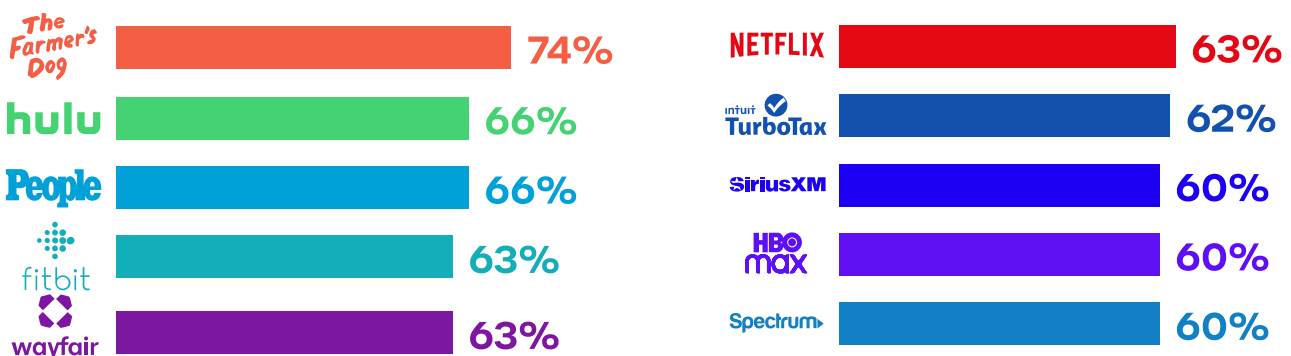
Worst Customer Service Companies

Companies with the highest rates of unresolved customer issues. Higher percentages represent a greater likelihood of non-resolution.



Satisfaction Rate of Consumers Who Spoke with Customer Service

Customer satisfaction levels following interactions with customer service. Higher scores indicate more positive communication experiences.



We ranked the top five brands in relation to customer service levels based on 82 031 consumer responses to our survey.

The ranking considers a combination of factors, including:

- How successful was the issue resolution
- How satisfied the consumer was following the communication with support
- How likely is a consumer to recommend this company to a friend and colleagues

To calculate the rating of the company with the best customer service we multiply each of the above 3 factors to the given coefficient of 10.

The formula:

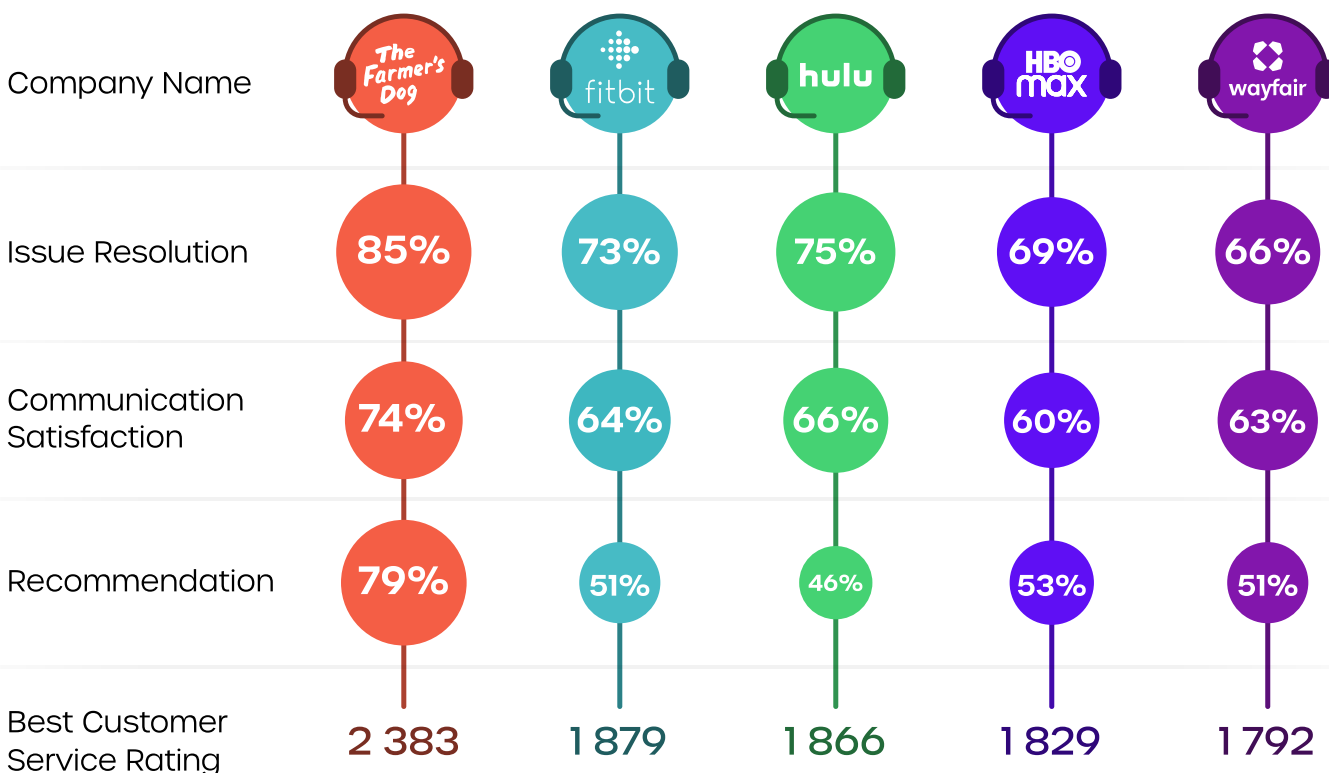
Issue Resolution Score = % of Issue Resolution *10

Communication Satisfaction Score = % of Communication Satisfaction *10

Recommendation Score = % of Recommendation *10

Best Customer Service Rating = Issue Resolution Score + Communication Satisfaction Score + Recommendation Score

Top 5 Companies Providing Best Customer Service According to Consumers





About PissedConsumer.com

PissedConsumer.com is a review & reputation management platform for consumers who seek a place to share their purchase experiences and for companies that need help to improve their reputation and customer service processes.

In addition to that industry reportable data, **the company conducts surveys of its users** to draw insights into broader consumer behavior and trends.

For more information about the [PissedConsumer.com](https://www.pissedconsumer.com) customer service survey, or media information regarding our other consumer surveys, contact us at media@pissedconsumer.com.