LoftyBiz Outcome Scorecard

Measure support by whether customers get the result they came for, not only by how fast you reply. Write one success sentence, pick one outcome number you can actually measure, add a follow-up after every fix, and talk with your team about rewards.

From LoftyBiz 125 — Support That Gets Customers Results, Not Just Replies. Systex is our own product; you can find Systex at loftybiz.net, or click the link in the description.

Your scorecard

The amber row is an example from the video, not a promise. Replace it with your own.

Prompt	Your answer
Example only: success looks like “the machine is working and the office renews.”	
What does success look like for your customers, in one sentence?	
One outcome number you can actually measure	
The follow-up step after every solved problem	
How rewards could follow that number (talk this through with your team)	

Worked examples from the video (not promises, not pay recommendations)

Business (example only)	Outcome numbers	Follow-up and rule	Reward idea (example only)
Torvald, coffee-machine leasing, Uptime (target 98%). Repeat calls $150 an month. Yearly 8 days after a close quarterly fault in 90 days = replace. Weekly	Uptime (about 98%). Repeat calls $150 an month. Yearly 8 days after a close quarterly fault in 90 days = replace. Weekly	Follow-up: Yearly 8 days after a close quarterly fault in 90 days = replace. Weekly	Uptime (about 98%). Repeat calls $150 an month. Yearly 8 days after a close quarterly fault in 90 days = replace. Weekly
Abimbola, online language school, Lower of Aboutsidents month.	Share of Aboutsidents month.	Week-one welcome. Students guide for Missed Sessions. Rewards after 8 months. Two more	Share of Aboutsidents month.

In Torvald's example, after a year, repeat calls fell by about half, uptime went from about 94% to 98%, and offices not renewing dropped from about 1 in 5 to about 1 in 11. In Abimbola's example, after six months, the share reaching 10 lessons went from about 40% to about 62%. These are examples, not promises.

This week's task

Write down what success looks like for your customers, in one sentence. Pick one outcome number you can actually measure. Add one follow-up step after every solved problem. Talk with your team about how their rewards could follow that number. Put that scorecard into Systex, so the whole team can find it.

Example figures. General education, not financial, legal or HR advice. Results vary. These are examples, not promises. Check local employment rules before changing pay or bonuses.