



Guidelines to enhance 24*7 customer support service

This slide showcases various steps to enhance the 24*7 customer support service to increase customer satisfaction. This slide includes guidelines such as taking according to customer needs, support self-service, etc.

01

Follow according to customer needs

- Ask for feedback after interaction to estimate customer expectations
- Add text here

02

Support self-service and real-time assistance

- Install search bar making information easy for customers
- Add text here

03

Recruit remote teams considering time zones

- Virtual tools to stay updated on team workflow like google calendar
- Add text here

04

Establish guide for customers

- Include community forum for 24*7 customer support
- Add text here

05

Utilize omnichannel contact centers

- Focus on multiple omnichannel and give attention to live chat
- Add text here

06

Cooperate with partner call center

- Allow feedback from the partner call center
- Add text here

07

Practice and improve support operations

- Update and modify support process without endangering client experience
- Add text here



Customer Service Guidelines Library

American Commerce Association



Customer Service Guidelines Library:

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