



# 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

**Christie Koontz, Barbara Gubbin**



## **Customer Service Guidelines Library:**

**IFLA Public Library Service Guidelines** Christie Koontz, Barbara Gubbin, 2010 The public library is the prime community access point designed to respond to a multitude of ever changing information needs These guidelines are framed to provide assistance to library and information professionals in most situations They assist to better develop effective services relevant collections and accessible formats within the context and requirements of the local community In this exciting and complex information world it is important for professionals in search of knowledge information and creative experience to succeed This is the 2nd edition of The Public Library Service IFLA UNESCO Guidelines for Development

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