

Automate Customer Service in 9 Easy Steps



02 Look for patterns and segment requests into different types (billing, product questions, technical support, etc.)

01 Get a holistic view of your customers' problems. Download all of your historical data from every communication channel (email, social media, etc.)

03 Improve your product, service, or app in order to reduce the number of questions. Update your help center and how-to pages.

04 Create separate CS teams to handle different categories (billing questions, product feedback, requests for technical support, etc.)

05 Integrate every communication channel into a single tool so your teams can easily manage every incoming message.

07 Prepare response templates to speed up the response time of each agent.

06 Set up automated routing to ensure the right agents handle each request.

08 Use AI answer suggestions and let the algorithm select the best reply.

09 Implement chatbots to take care of the most common questions to save even more time.

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VM Jensen



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