

Go4Customer - UK GOOD CUSTOMER SERVICE



"Building a good customer experience does not happen by accident. It happens by design."
— Clare Muscutt

How to deliver Good Customer Service?

1. Be Quick



don't keep customers waiting for a long time span



2. The focus should be on delivering resolutions



Call Centre Companies win customers' hearts during support interactions because they always strive to deliver unmatched solutions. As a positive consequence, this not only lifts the customer experience but also keeps the hassle of repetitive support requests at bay.

3. Keep support agents happy



The quality of customer service has always relied on the competency of support agents. And support agents can deliver splendid customer service experience if they are contented with their job. That's the main reason why reputed BPO firms always try to keep their support service reps happy.

4. Let customers speak



This is highly important because whenever support agents don't let customers speak, this ruins the overall support service experience of the latter, which consequently, leads to high negative WOM.

5. End the interaction on a positive note



As far as customer service interactions are concerned, the ending is equally important as starting. But sometimes support agents get careless while ending the interaction, and this makes a big negative impact on customer satisfaction.

Good Customer Service Article

Ying-Ying Zheng



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