

Why should my employees and I care about delivering great service? How can I learn more about customer needs and desires? How do other companies deliver superior service? How do I build long-term relationships with customers? The litany of customer service questions goes on and on...Best Practices in Customer Service is a one-stop resource designed to help anyone involved in customer service answer these questions and more. With 35 chapters written by customer service experts, it illustrates best practices in customer service and provides the tools readers need to implement those practices in their own companies. From classic issues like customer retention to contemporary concerns like providing customer service on the Internet, it helps readers: fully understand the connection between excellent customer service and organizational performance; deliver a higher level of customer service at a lower cost; and, develop a customer base that fuels growth and profitability.

Salesforce - 20 Customer Service Best Practices - Salesforce UK Every company needs a customer service plan for what to do when things go wrong, when customers are upset and employees are at risk of Turn Those Upset Customers Around: Best Practices For Customer Based on feedback from our customers, product experts, and thought leaders, weve pulled together an ebook with 20 customer service best practices, where In fact, as our latest infographic illustrates, the importance of following customer service best practices is two-fold: you need it to maintain your existing customer Customer Service Best Practices-Features & Functions in Customer 14 Best Practices for Customer Service and Support Processes Find out what three main practices the most successful customer service leaders adopt in the digital economy. Salesforce - 20 Customer Service Best Practices - Superior customer service is easiest and cheapest way to build competitive advantage. Salesforce - 20 Customer Service Best Practices - Salesforce Australia Over the past 18 months Ive hosted over 30 events on social customer service, featuring brands such as eBay, Citibank and British Gas. The Best Practices for Customer Service Why are Customer Service Best Practices important? What features and functions in software will help you implement best practices? Important questions to ask The Customer Service Guide Best Practices for 2017 - Keeping Customer Service Best Practices White Paper from Industry experts. Includes knowledge base tools & self-help portals. Customer Service Delivery: Research and Best Practices Human Improving your Customer Service team, strategy, and practices should be top of mind for every organization. Regardless of your business, industry, or expertise, 7 Best Practices for Providing the Best Customer Service - Salesforce How to turn customer service into your secret weapon using the best customer support skills and tips available. Download the free customer service guide as