



# Digital Customer Service Consultancy

### Consultancy path

- Key points
  - Goals
  - Guidelines
  - Ad hoc metrics

Consultant: **Paolo Fabrizio**

The first step I start from is working with you on setting up strategic goal: what results do you want to achieve in the short and medium term?

Thanks to this analysis you are then able to define operational guidelines really aligned with your goals. Accordingly, ad hoc processes and procedures for support through digital channels (social media, live chat, messaging apps).

Consequently, it's easier to choose the proper metrics (KPIs or SLAs) to be used to measure the results. Furthermore, where necessary, you will be able to timely intervene in case of need to make corrections.

Thanks to this pragmatic approach you will develop an effective Digital Customer Service plan.

All services are available in english, italian and spanish.

## Digital Customer Service Consultancy

*In order to successfully integrate digital channels within your customer service, a cultural change is needed, i.e. enhancing the contribution of customer service to retain customers. Thus, to SELL.*

*So how do you get equipped before your competitors do? The answer is developing an effective Digital Customer Service plan.*

### How I help my clients

- Setting up strategic goals for your Digital Customer Service
- Choosing proper digital channels to be integrated
- Carrying out a software selection to let you choose the best omni-channel platform
- Setting up ad hoc metrics (KPIs) to measure achieved results.
- Hiring a team of Digital Customer Assistants
- Delivering coaching / mentoring to customer service managers

These Digital Customer Service consultancies are for you if

- You are already convinced about Digital Customer Service opportunities
- You're looking for a successful path already used by other companies
- You are willing to get involved even though you are a seasoned customer service manager / professional.



## Benefits



### ANALISYS

Before offering advice I listen carefully to understand your priorities and focus on your real needs.



### CUSTOMIZATION

Consequently I prepare a consultancy path targeted to your needs, because each company has its own story.



### EXPERIENCE

You take advantage of a Digital Customer Service professional, who has worked for over twenty years for brands.

## FAQ

### **1. How much do your Digital Customer Service consultancies cost?**

They do not have a fixed cost because I design customized itineraries based on your sector and specific needs. Contact me here <https://customerserviceculture.com/en/about-me/>

### **2. Where do they take place?**

At your office / headquarters.

### **3. In which countries / areas?**

In all countries in Europe.

### **4. Are they available also in other languages?**

Yes, in italian, spanish and english.

### **5. Why should I hire you?**

Because I've been working in customer service for over 25 years: firstly within companies and the last 5 years as a consultant. Learn more about my story. <https://customerserviceculture.com/en/about-me/>

## Some clients

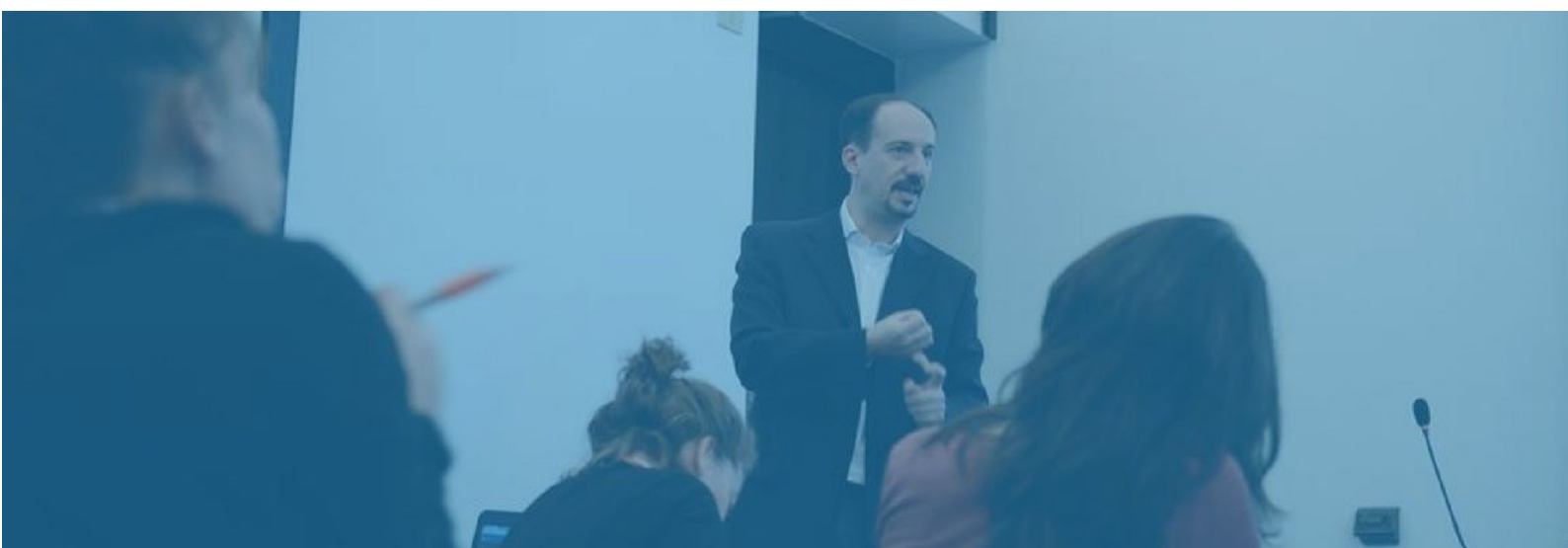


## Testimonials

"If you need to get your customer service in great shape, Paolo Fabrizio is the right person for you. In his workshops Paolo communicates clearly, with attention to detail and nuances. An excellent experience and a path that I recommend to everyone."

"Thanks to his experience and professionalism Paolo managed to understand our needs and drove us towards the right direction to optimize our Digital Customer Service. Very interactive courses made a difference."

## Your consultant



**Paolo Fabrizio**

*Digital Customer Service Consultant, Trainer, Author, Speaker.*

*In the 90s he took part in the startup of the first online insurance company in Italy, following the customer's entire life cycle. Since 2013 as a consultant and trainer he has been helping companies to harness digital customer service as a business driver. Founder of CustomerServiceCulture.com, author of books and speaker at conferences in Italy and abroad. Lecturer at Bicocca University of Milan.*

**He has cooperated with**

