

Getting Digital Customer Service optimized



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Consultancy

1. Review/implement metrics (KPIs/SLAs) for digital support channels.
2. Qualitative analysis of your customer service team's digital conversations.
3. Skill-matching (verify conversational and interpersonal skills).
4. Processes, guidelines, and tone of voice for digital channels.
5. Conversational flows (analysis, design of AI, chat-bots and human agents).

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1-to-1 coaching

Laser focussed paths dedicated to customer service managers. 1-to-1 sessions to consolidate specific activities and skills.

Frequently requested areas of intervention:

- *Voice of Customer* - feedback collection, response rate and follow-up actions.
- *Performance Management* - relational skills and techniques to foster team engagement and motivation.
- *Handbook* - set up of a customer service manual with key pillar topics, to be used both by current and future team members.

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Training & up-skilling

Training paths for your customer service team.

Client companies love them because they are:

1. customized - on channels base peculiarities and clear up-skilling goals.
2. focussed - on conversations with the end customer (quality, duration, experience).
3. interactive - 50% of training sessions time are being dedicated to exercises and deep dives.

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 CustomerServiceCulture.com/en

