

Customer Service



Solution

Quality

Positive

Friendly

Knowledge

24/7 Support

Customer



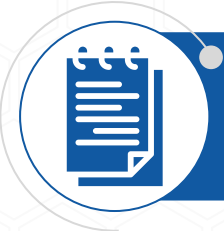
[Click here to get the best PPT templates!!](#)

Breaking the Ice



[Click here to get the PPT template!!](#)

What is Customer Service?



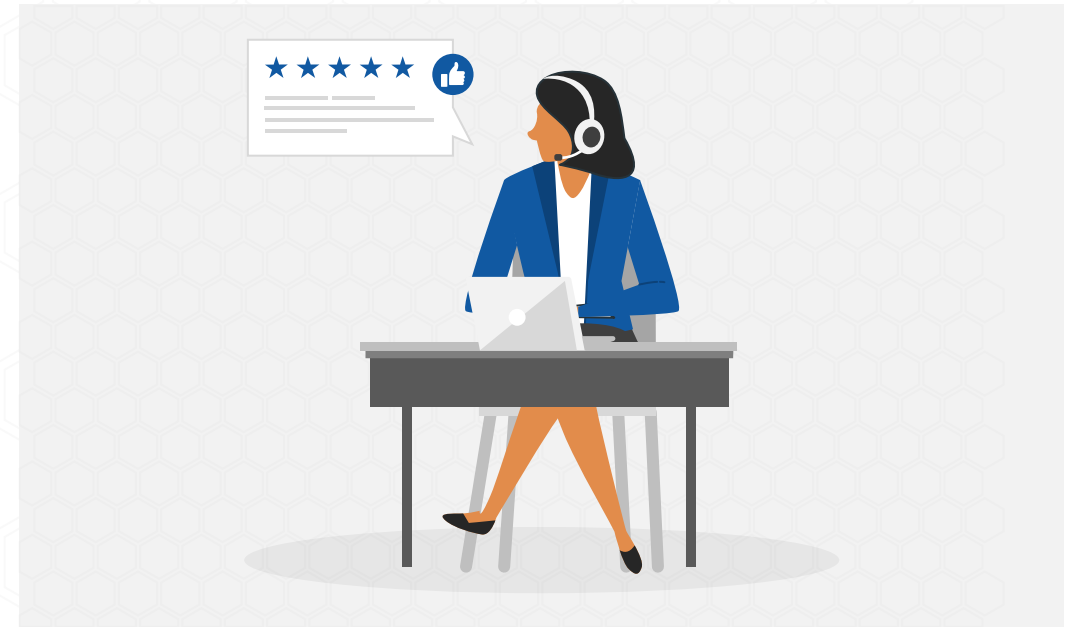
Definition: The requirement of service to customers before, during, and after a purchase. All interactions between a customer and a product/service provider at the time of sale and after that.

Customer Service



Customer service refers to how service professionals interact with and satisfy the requirements of existing and prospective customers.

Customer Experience



It includes answering client questions, resolving problems, opening communication channels, and making it easy and pleasant to do business with your company.

[Click here to get the PPT template!!](#)

5 Pillars of a Good Customer Service Team



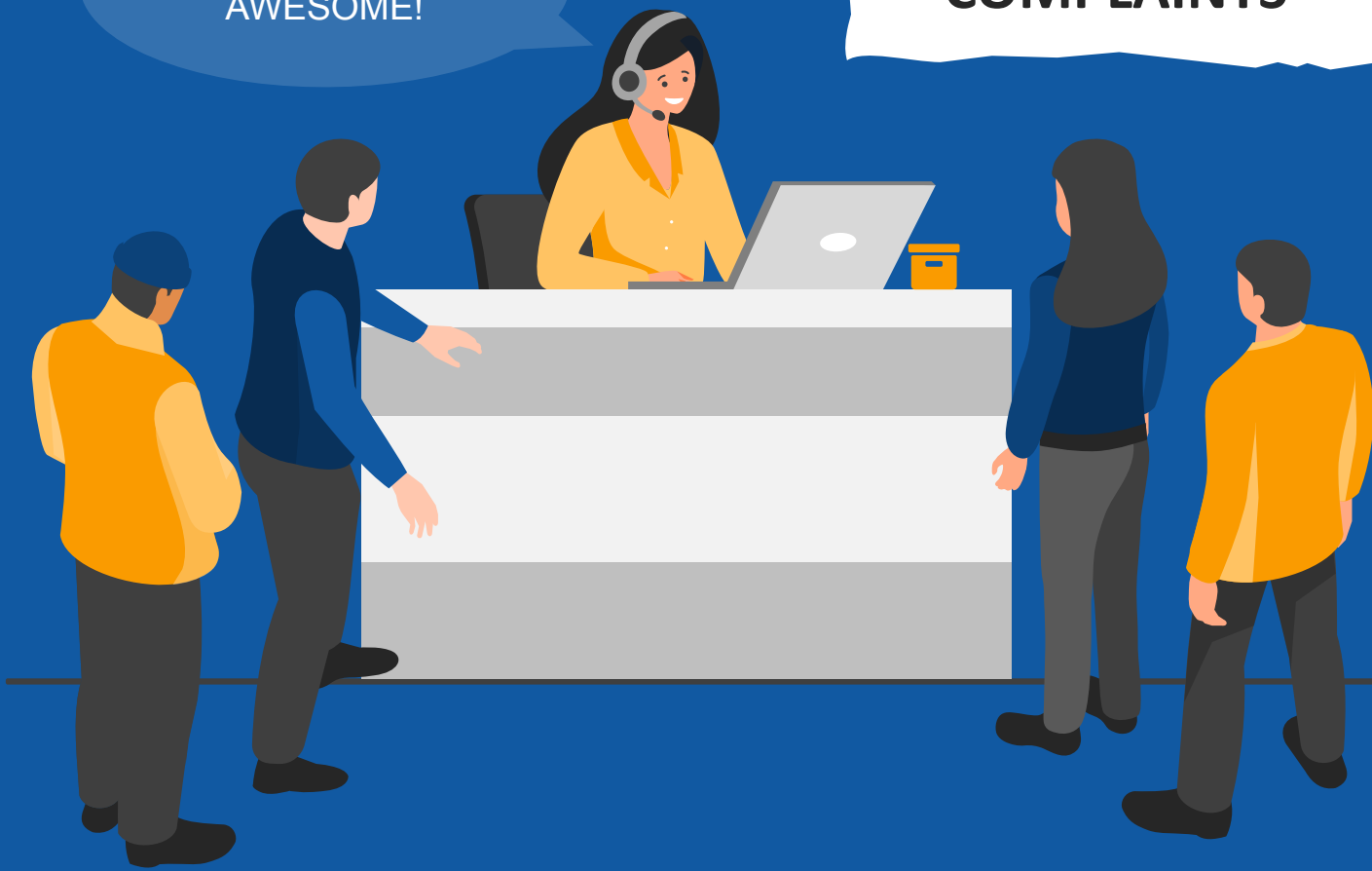
[Click here to get the PPT template!!](#)

Every Complaint is an Opportunity!

One more COMPLAINT,
AWESOME!

COMPLAINTS

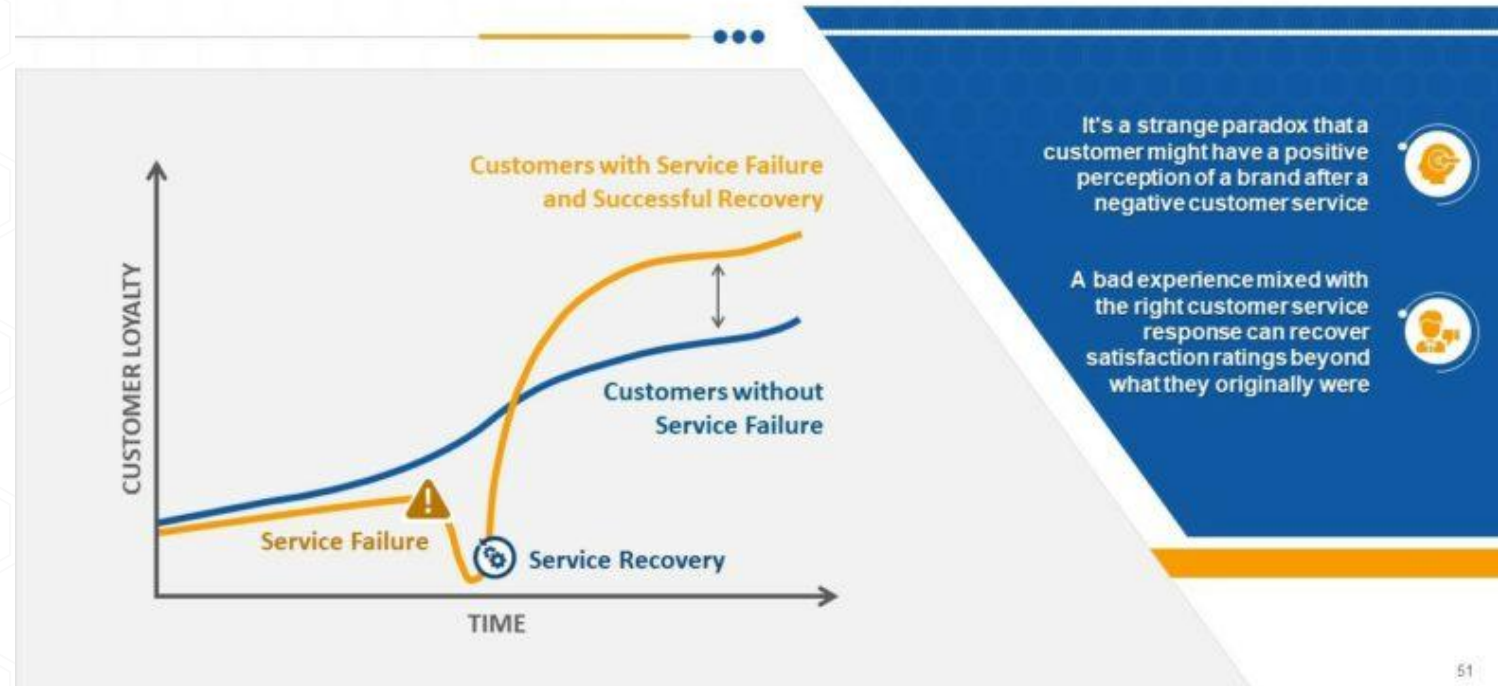
Use this slide only if you want to add humor to the training session!



[Click here to get the PPT template!!](#)

→ **The service recovery paradox (SRP)** is a phenomenon that occurs when the customer satisfaction level achieved after service failure and recovery exceeds the customer satisfaction level achieved after error-free service.

Service Recovery Paradox



[Click here to get the PPT template!!](#)

- "To exceed expectations and leave a lasting impression is what **customer delight** entails."
- Even if you keep your customers happy, they can still leave.
- If they are pleased, it is difficult for them to spend their money elsewhere.

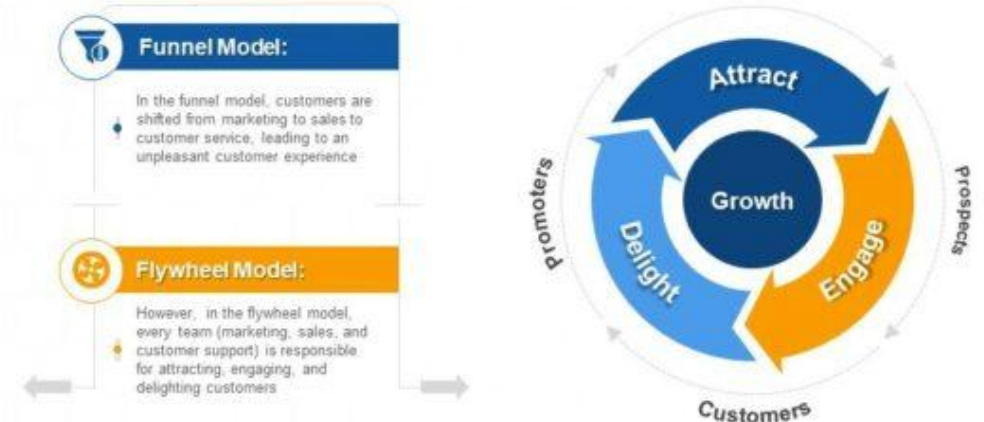
What is Customer Delight?

Customer delight is the process of surpassing the customer's expectations by providing a memorable experience to them. This is done to foster loyalty by focusing on their needs, interests, and wishes.

Legacy - Funnel Model



Contemporary - Flywheel Model



225

[Click here to get the PPT template!!](#)

- **Customer service** is the assistance you provide to your customers both before and after they purchase.
- Customer service uses your products or services, allowing them to have a simple and enjoyable experience with your brand.

Key Customer Service Statistics



1. Customer Service Channels that Customers Use



2. Customer Reactions to Bad Customer Service



Source: <https://financesonline.com/customer-service-statistics/>

What is the significance of the service recovery paradox?

- Boost customer satisfaction.
- Customers may think more highly of your company after successfully correcting a service failure, thanks to the Service Recovery Paradox (SRP), than they would if non-faulty service was provided.

[Click here to get the best PPT templates!!](#)



What is the significance of customer delight?

- It is critical to please your customers.
- They can be your biggest supporters and bring more attention to you, but they can also be your loudest detractors, telling others about their bad experiences with you.
- You need to make your customers feel important and that you genuinely care about them after the transaction.

[Click here to get the best PPT templates!!](#)



YOU CAN SAVE THE
DAY WITH GOOD
CUSTOMER SERVICE

What are the four most important aspects of customer service?

- Good customer service follows four key principles: it is personalised, competent, convenient, and proactive.
- These elements have the greatest impact on the customer experience.

[Click here to get the best PPT templates!!](#)



YOU CAN SAVE THE
DAY WITH GOOD
CUSTOMER SERVICE

About Us

- SlideTeam is a premier Research, Consulting and Design agency that develops and templatises industry processes and best practices, frameworks and models across all industry and verticals to help customers present their strategies effectively and convincingly.
- In addition, Slide Team compiles data and statistics from thousands of sources over a wide range of topics to help customers make intelligent decisions. We develop and present our research in the form of fully editable PowerPoint templates to make it easy for our customers to create presentations based on their individual requirements.
- With a large team comprising of Research Analysts, Statisticians, Industry Experts and Designers spread over 6 countries, SlideTeam now hosts the world's largest collection of Ready to Use PowerPoint templates on all topics and industries.
- Our team consists of professionals from Fortune 500 companies and Top Tier consulting firms involved in the process of researching and designing over a million slides that are available for our users on a subscription basis.
- To Contact Us and set up a Live Product Demo join us [here](#) .

[Click here to get the best PPT templates!!](#)

