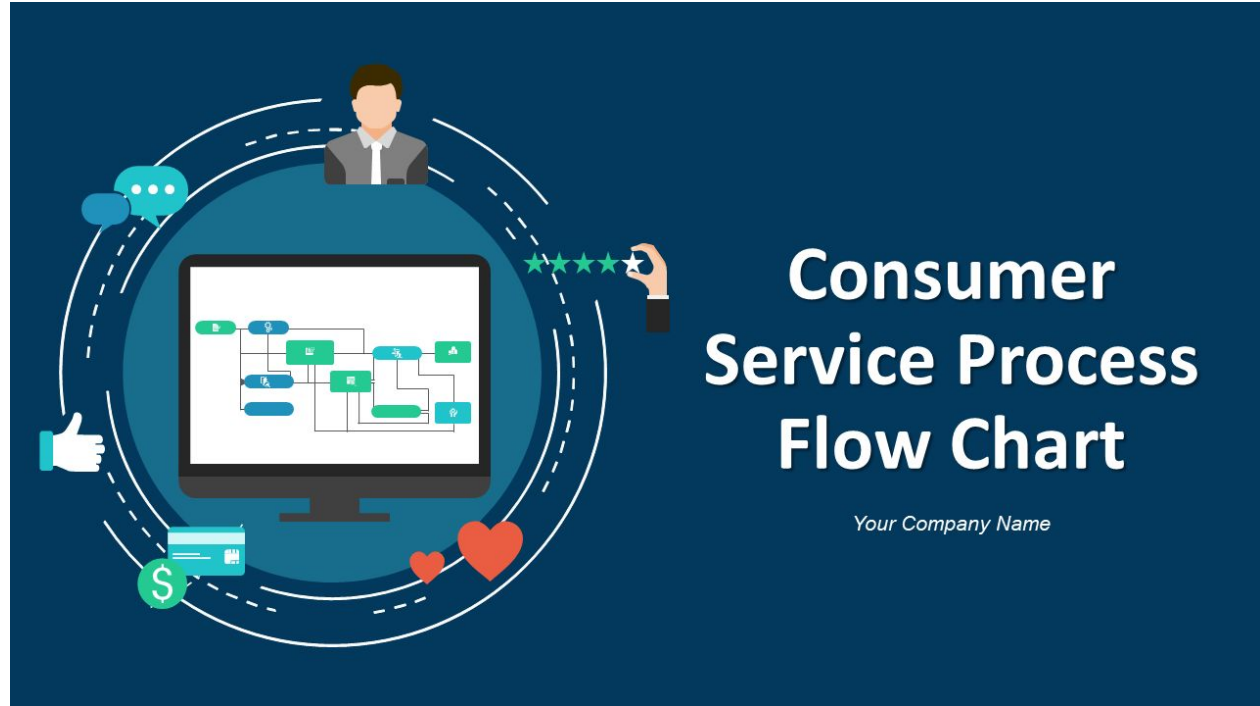


# Customer Service Flowchart



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- A **Customer service flowchart** is a visual representation of a company's customer service process.
- This structure visualises each of the stages involved, optimising them in a way that aids teamwork and improves the consumer experience.



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- Determine the Customer Service Touchpoints.
- Outline the Procedure.
- Organize the Sequence...
- Remove any potential issues.
- Complete the flowchart.
- Distribute the Knowledge.



# Customer Support Flow

Your Company Name

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## Quality of a good customer service:

- Problem-solving .
- Clear Communication.
- A Friendly Attitude.
- Empathy.
- Business Acumen
- Product/Service Knowledge.
- Strong Time Management.

Your Company Name

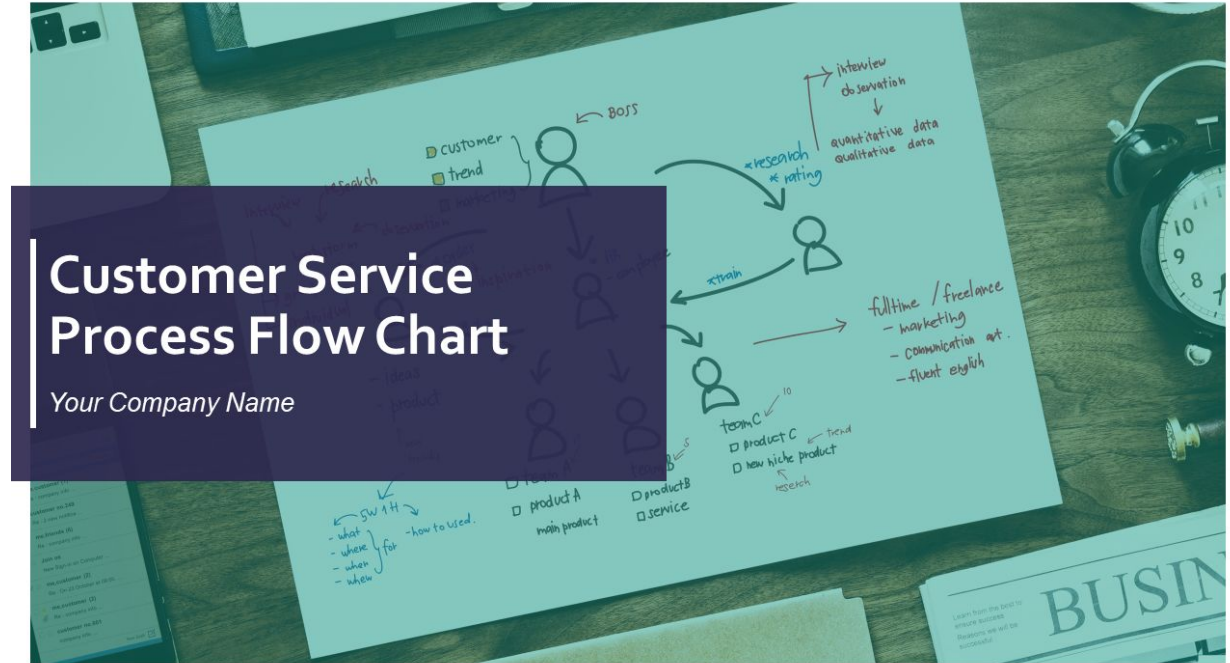


# Customer Service Process Flow

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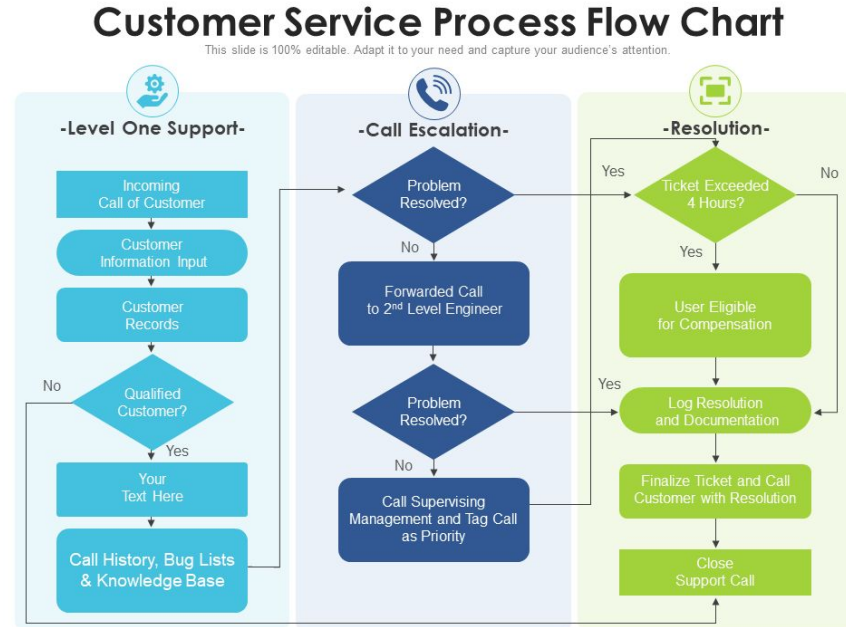
## Duties of customer service :

- Handle customer complaints , provide appropriate solutions and alternatives within time constraints, follow up to ensure resolution.
- Keep track of customer interactions, process customer accounts, and file documents.
- Follow communication procedures, guidelines and policies.
- Go the extra mile to engage customers.



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- **Call escalation**, also known as escalation call or supervisor escalation, occurs when a customer requests that a senior representative intervene and resolve their problem.



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# FAQs

## What are the four pillars of customer service?

- Promptness
- Politeness
- Professionalism
- Personalization;

these four characteristics are essential for any successful service interaction, and they are the fundamentals you expect as a consumer.

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## What are the rules for providing excellent customer service?

- Be courteous.
- Respect your customers.
- Listen.
- Be upbeat.
- Provide solutions rather than excuses.
- Be truthful.
- Make an extra effort.
- Apologize



## What are the three different process flows?

Within a company, there are three main process flows:

- cash cycle
- manufacturing (or fulfilment) cycle
- and some have a design cycle.

# About Us

- SlideTeam is a premier Research, Consulting and Design agency that develops and templatizes 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.
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