

Customer Service Pain Points

Collection of 10+ PowerPoint Templates



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Customer service pain points categories and improvement strategy

This slide represents various customer service challenges identified by industries to draft appropriate value proposition which attract consumers to resolve them. Elements included in this slide are pain points, description and problem resolving tactics.



Pain points

Process

Support

Financial

Productivity



Description

- › Poor business interactions
- › Connection with right department
- › Choosing different methodologies and processes
- › Improper customer support system
- › Delayed response
- › Lack of product knowledge
- › Add text here
- › Financial strain such as
 - ✓ Subscription plans
 - ✓ Membership fees
- › High cost of repeat purchases
- › Poor streamline business experience
- › Inconvenience in product usage
- › Redundancy in buying process



Improvement strategy

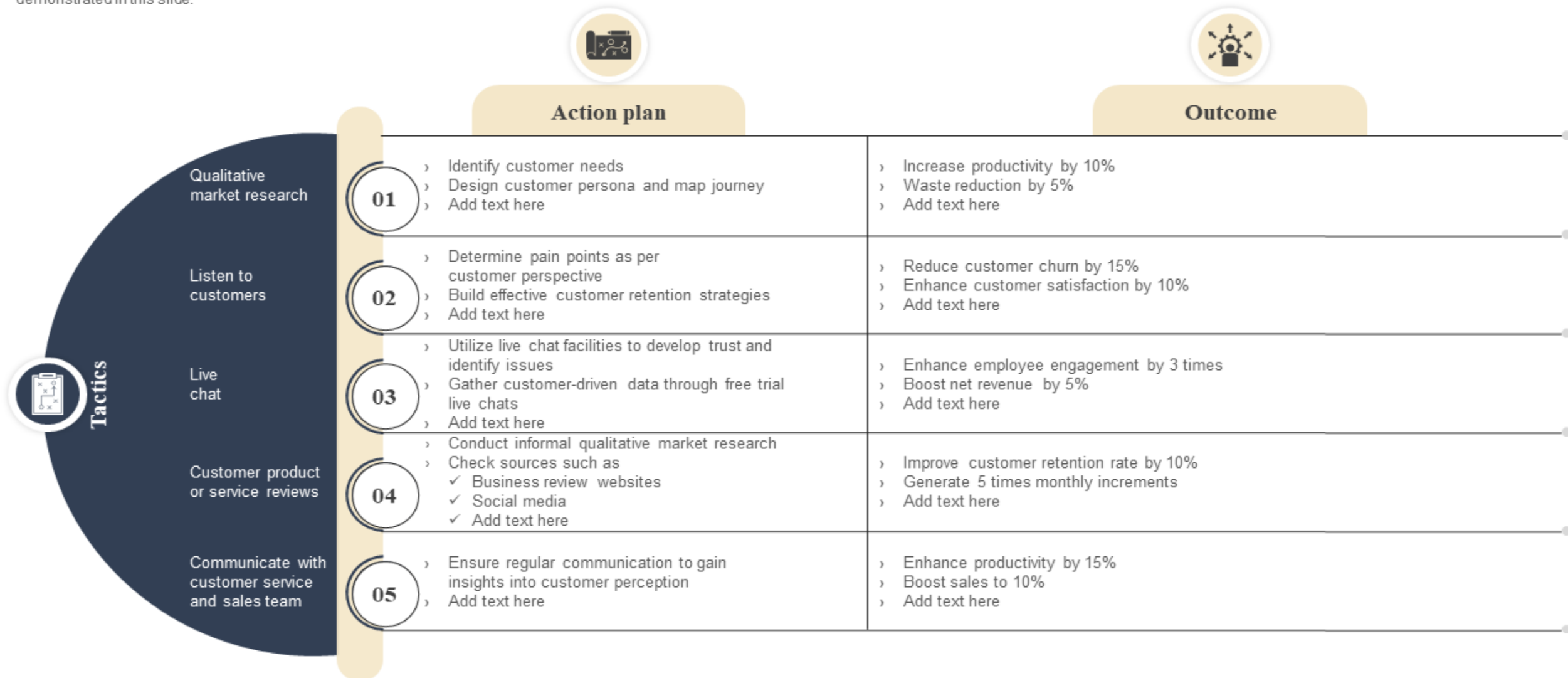
- › Communicate with customers
- › Meet customer queries faster with right team
- › Add text here
- › Support customer in real time
- › Utilize digital engagement tools such as
 - ✓ Live chat
 - ✓ Co-browsing
 - ✓ Add text here
- › Provide right value to potential customers
- › Offer various plans and schemes
- › Add text here
- › Communicate with customers
- › Provide clear product description
- › Optimize productivity
- › Add text here

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Strategies to identify customer service pain points

Following slide provides tactics to figure consumer pain points employed by organizations to enhance various types of customer experience. Purpose, objectives, initiatives and key performing indicators are few of the elements demonstrated in this slide.



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Customer service pain points for small businesses and enterprises

This slide illustrates consumer service pain points identified by businesses to track their current performance status and deliver consistent customer experience. This slide contains information about the consumer pain points, statistical data and solution tactics.






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Social media customer service pain points

Following slide demonstrates consumer pain points while using social media which assists in providing faster and better services in future. This slide provides data regarding pain area, description and solution strategies.

	 Challenges	 Description	 Solution
01	Expect fast response time	<ul style="list-style-type: none">› 70% consumers expect social media response within 15 min› Poor timing results in losing loyal customers	<ul style="list-style-type: none">› Monitor social media handles› Utilize smart automation to filter noise› Add text here
02	Adaption to rapid change pace	<ul style="list-style-type: none">› Unwillingness to change› Utilizing old means to handle accounts	<ul style="list-style-type: none">› Invest in scalable technology› Request feedback› Add text here
03	High cost	<ul style="list-style-type: none">› Expensive social channels<ul style="list-style-type: none">✓ Subscription charges✓ Membership fees✓ Add text here	<ul style="list-style-type: none">› Analyze flush rate to minimize cost spent on posts requiring zero response action› Analyze agent activity to drive down cost› Add text here
04	Social customer care team	<ul style="list-style-type: none">› Poor personnel› Assigning wrong person to task› Inconvenient in problem solving	<ul style="list-style-type: none">› Train personnel across multiple channels› Recruit right personnel with appropriate skills such as<ul style="list-style-type: none">✓ Multi-tasking✓ Problem solving✓ Add text here

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Customer service pain points in retail industry

Following slide exhibits consumer service pain points under retail industry which they can leverage to improve facilities and experience for customers. This slide includes elements such as key challenges, their description and solutions.



Pain points	Description	Improvement action plan
Uninformed staff colleagues	<ul style="list-style-type: none"> › 64% stores lack guidance and knowledge offered by staff colleagues › Informative responses to queries › Add text here 	<ul style="list-style-type: none"> › Educate employee about everything › Use wireless headsets, enabling staff to talk confidently › Add text here
Locating staff colleague on store floor	<ul style="list-style-type: none"> › 60% shoppers leave stores without buying due to inability to find help › Unable to hunt down nearest employee › Add text here 	<ul style="list-style-type: none"> › Establish callpoints across stores for one-to-one conversation › Assign sections to each employee for easy access › Add text here
Locating product	<ul style="list-style-type: none"> › 65% customers get frustrated while trying to locate products › 67.3% customers leave store empty handed if they couldn't locate products › Add text here 	<ul style="list-style-type: none"> › Ensure <ul style="list-style-type: none"> ✓ No customer remain unattended ✓ Product placements are appropriate ✓ Add text here
Lengthy checkout queues	<ul style="list-style-type: none"> › 66% customers feel irritated due to long queues › Common issues <ul style="list-style-type: none"> ✓ Price checking queries ✓ Slow replenishment of cash and receipts ✓ Add text here 	<ul style="list-style-type: none"> › Utilize keypad technology to quickly open tills › Hire staff to open new tills › Add text here
Untidy stores and shelves	<ul style="list-style-type: none"> › 27.9% customers willingly shift to another business for better service › Unkempt appearance and unorganised shelves › Add text here 	<ul style="list-style-type: none"> › Train employees on stock replenishment and expected service standards › Ensure maintenance of tidiness › Add text here

Customer service pain points in live chat support

Following slide provides information regarding pain points faced by consumer while using chat support which can benefit organizations to address customer needs and maximize market opportunities. Challenges, related statistics, solution and outcomes are the key components demonstrated in this slide.



Challenges



Statistics



Solution



Impact

01

Language barriers

- › Approximately 1.1 billion people prefer English others avoid chatbots due to language issues
- › Add text here

- › Hire multilingual agents to handle online chats
- › Utilize translation tools for effective communication
- › Add text here

- › Enhance customer satisfaction by 10%
- › Reduce customer churn rate by 5%
- › Add text here

02

Addressing queries ineffectively

- › 20% businesses fail to respond to queries leading customer dissatisfaction
- › Add text here

- › Ensure agents chatting resolve issues and listen to customers
- › Train staff to handle live support
- › Add text here

- › Increase
 - ✓ Customer loyalty by 10%
 - ✓ Revenue by 5%
 - ✓ Add text here

03

Slow response time

- › 66% customers expect immediate response to inquiries and issues
- › Add text here

- › Give guidance as quickly and painlessly as possible
- › Do not ask unnecessary and time wasting questions
- › Add text here

- › Generate 5 times monthly increments
- › Improve employee productivity by 10%
- › Add text here

04

Inappropriate conversation tone

- › 1 in 7 customers give due consideration on how business communicate
- › Add text here

- › Do not treat customers too formally
- › Train empathy
- › Ensure personalized response and simple conversation
- › Add text here

- › Increase sales volume by 10%
- › Reduce complaints and support tickets by 5%
- › Add text here

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