

Measuring the customer service training impact

The following slide exhibits the impact of providing in-house training on service agents and business. The benefits covered in the slide is related to agents get rewards and recognition, higher job satisfaction level, strong connection with customers, higher customer retention rate, increase in sales, and reduction in customer complaint rate.



Benefits to the agents

- Agents get rewards and recognition for solving customer complaints quickly
- Add text here
- Job satisfaction level of reps get increased by 50%
- Add text here
- Agents build strong connection with customers
- Add text here
- Add text here
- Add text here

Benefits to the Business

- Customer retention rate improves by 55%
- Add text here
- Increase in organizational revenue by 55%
- Add text here
- Reduction in customer complaint rate by 65%
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Service Service Service The Competitive Edge Communication Series

AW Rasmussen



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imagine that you have an object suspended by transparent threads inside a glass box as in figure 3 figure 3 the block suspended in a glass box then draw the object on each of three faces as seen from that see more

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figure 7 an isometric view with dimensions we have dimensioned the object in the isometric drawing in figure 7 as a general guideline to dimensioning try to think that you would make an object and dimension it in the see more

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