

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%
- Add text here
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Service Service Service The Competitive Edge Communication Series

Carl G. Smith



Service Service Service The Competitive Edge Communication Series:

Service, Service, Service Marian Thomas,1992 Services Marketing: People, Technology, Strategy (Ninth Edition) Jochen Wirtz,Christopher Lovelock,2021-10-15 Services Marketing People Technology Strategy is the ninth edition of the globally leading textbook for Services Marketing by Jochen Wirtz and Christopher Lovelock extensively updated to feature the latest academic research industry trends and technology social media and case examples This book takes on a strong managerial approach presented through a coherent and progressive pedagogical framework rooted in solid academic research It features cases and examples from all over the world and is suitable for students who want to gain a wider managerial view *Services Marketing* Rao,2004-09 *Optical Networks/WDM Monthly Newsletter 08-10* , *Ford, Regaining Their Competitive Edge* Carl G. Smith,2007-10 This project contains a look into the manufacturing company of Ford Motor Company Research was done about how the company runs business both globally and domestically In this report the company s mission goals strategies product and service portfolios market share and profit performance technology and employment information are outlined Key successes and weakness failures are also discussed in detail Information about Ford s use of computer systems and an information model for the company is also included The information model displays Ford s Work System showing which components of the Work Organization Control System Industrial Relations and Human Resources Practices Ford implements The Business Organization with Ford s Business Strategy and Enterprise Organization is also part of the model At the end of the report self evaluations by team members and references can be found Ford Motor Company is currently trying to increase its global market share in automobile sales while facing slumping market share numbers in the United States This report examines the Ford company characteristics and how the company uses information systems in the business climate To reduce costs and increase knowledge of a region Ford uses small ERP systems that are less expensive and faster to implement than the larger ERP systems Failure to obtain a larger market share in foreign markets has hurt the company The proper use of information systems by Ford will increase their ability to maintain a successful business in future years locally and globally **APAIS 1992: Australian public affairs information service** ,

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