

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
- Add text here
- Add text here

Service Service Service The Competitive Edge Communication Series

Albert A Gayle



Service Service Service The Competitive Edge Communication Series:

Service, Service, Service Marian Thomas,1992 Optical Networks/WDM Monthly Newsletter 08-10 , **Services Marketing** Rao,2004-09 **Managing Tourism Enterprises** Rob Hallak,Craig Lee,2023-01-25 Managing Tourism Enterprises Start up Growth and Resilience brings a new contribution to the literature on tourism management It presents a comprehensive educational text on the initiation management growth performance and resilience of tourism enterprises in the age of digital disruption and global uncertainty The book addresses the unique characteristics of tourism enterprises how they are created how they are managed the factors that drive business performance and how they must be innovative resilient and adaptable in order to succeed The content draws on empirical research grey literature government data and case studies to present theoretical and practical knowledge on the successful management of tourism enterprises and their role in tourism destinations This is an essential book for undergraduate students completing 2nd and 3rd year courses on tourism management with a focus on managing tourism enterprises and postgraduate students undertaking courses specific to strategy and performance of tourism firms Network World ,1990-02-26 For more than 20 years Network World has been the premier provider of information intelligence and insight for network and IT executives responsible for the digital nervous systems of large organizations Readers are responsible for designing implementing and managing the voice data and video systems their companies use to support everything from business critical applications to employee collaboration and electronic commerce **How Internet Protocol-enabled Services are Changing the Face of Communications** United States. Congress. House. Committee on Energy and Commerce. Subcommittee on Telecommunications and the Internet,2005
The Commonwealth Yearbook 2005 Richard Green,2005-09 The Commonwealth Yearbook 2005 is an essential guide to the 53 member countries of the Commonwealth and the many organizations that work to promote international cooperation among the governments professions and cultures of nearly two billion people Network World ,1993-06-07 For more than 20 years Network World has been the premier provider of information intelligence and insight for network and IT executives responsible for the digital nervous systems of large organizations Readers are responsible for designing implementing and managing the voice data and video systems their companies use to support everything from business critical applications to employee collaboration and electronic commerce **FCC Record** United States. Federal Communications Commission,1990
The AUPHA Manual of Health Services Management Robert J. Taylor,Susan B. Taylor,1994 With contributions from more than 30 authorities in the field this reference covers topics varying from management techniques to strategic planning To ownership and governance To a department by department breakdown of health care facility support services
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Business America ,1991 *PC Mag* ,1988-05-31 PCMag com is a leading authority on technology delivering Labs based independent reviews of the latest products and services Our expert industry analysis and practical solutions help you make better buying decisions and get more from technology **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 **Network World** ,1994-08-22 For more than 20 years Network World has been the premier provider of information intelligence and insight for network and IT executives responsible for the digital nervous systems of large organizations Readers are responsible for designing implementing and managing the voice data and video systems their companies use to support everything from business critical applications to employee collaboration and electronic commerce

Trade and Investment in Services in the Asia-Pacific Region Chung H. Lee,Seiji Naya,1988 **Managing**

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 - Chapter 5: Conclusion
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