

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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- Add text here
- Add text here

Service Service Service The Competitive Edge Communication Series

Katrin Zwirgmaier



Service Service Service The Competitive Edge Communication Series:

Service, Service, Service Marian Thomas,1992 , **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 *Optical Networks/WDM Monthly Newsletter 08-10* , **APAIS 1992: Australian public affairs information service** , *Services Marketing* Rao,2004-09 **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 *Resources in Education* ,1993 **Computerworld** ,1987-08-17 For more than 40 years Computerworld has been the leading source of technology news and information for IT influencers worldwide Computerworld s award winning Web site Computerworld com twice monthly publication focused conference series and custom research form the hub of the world s largest global IT media network *Network World* ,1987-09-28 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 **International Telecommunications Deregulation Act of 1982** United States. Congress. Senate. Committee on Commerce, Science, and Transportation. Subcommittee on Communications,1982 *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

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

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