

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
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Service Service Service The Competitive Edge Communication Series

Oded Shenkar, Yadong Luo, Tailan Chi



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