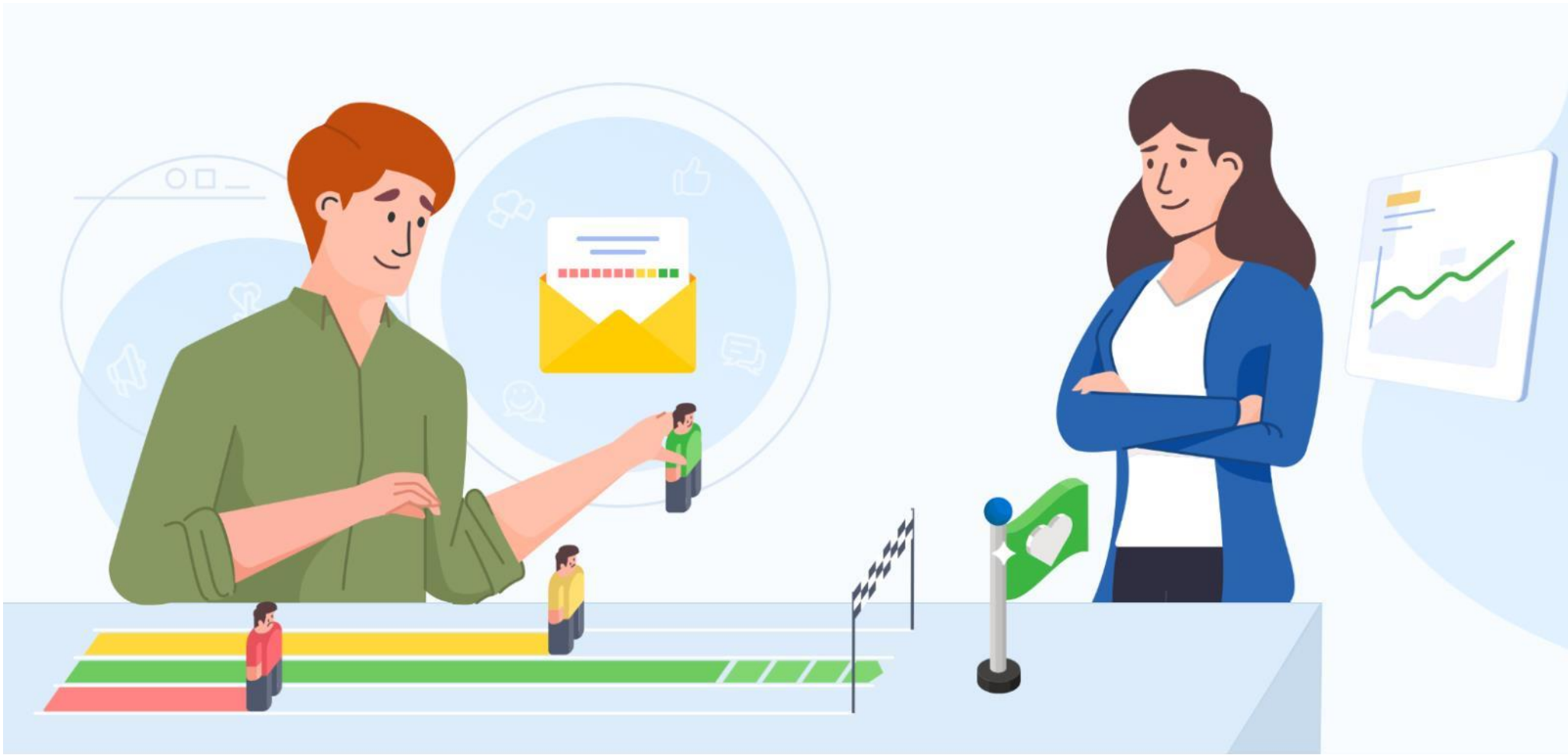


Customer Service

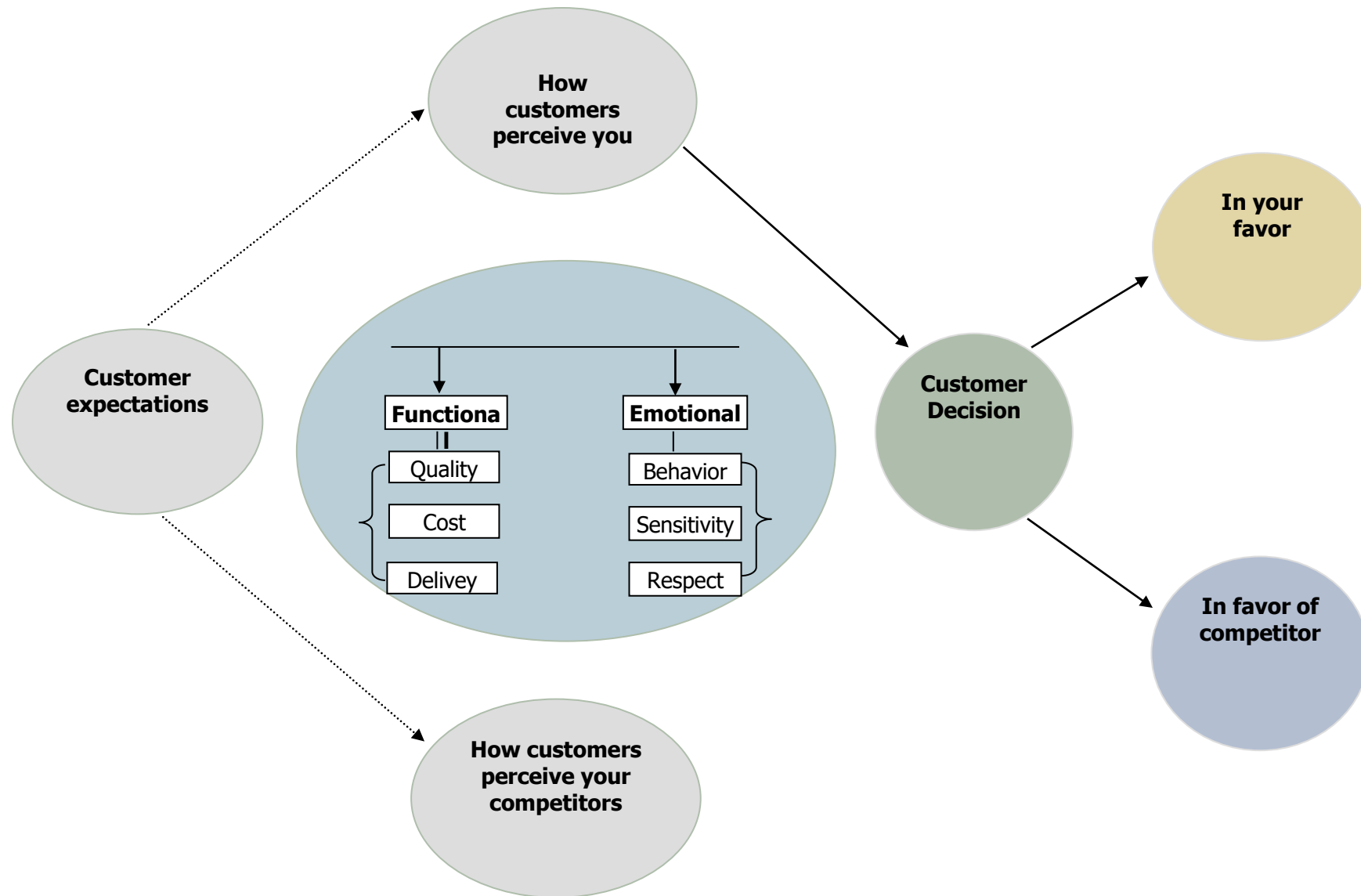


What is Customer Service?

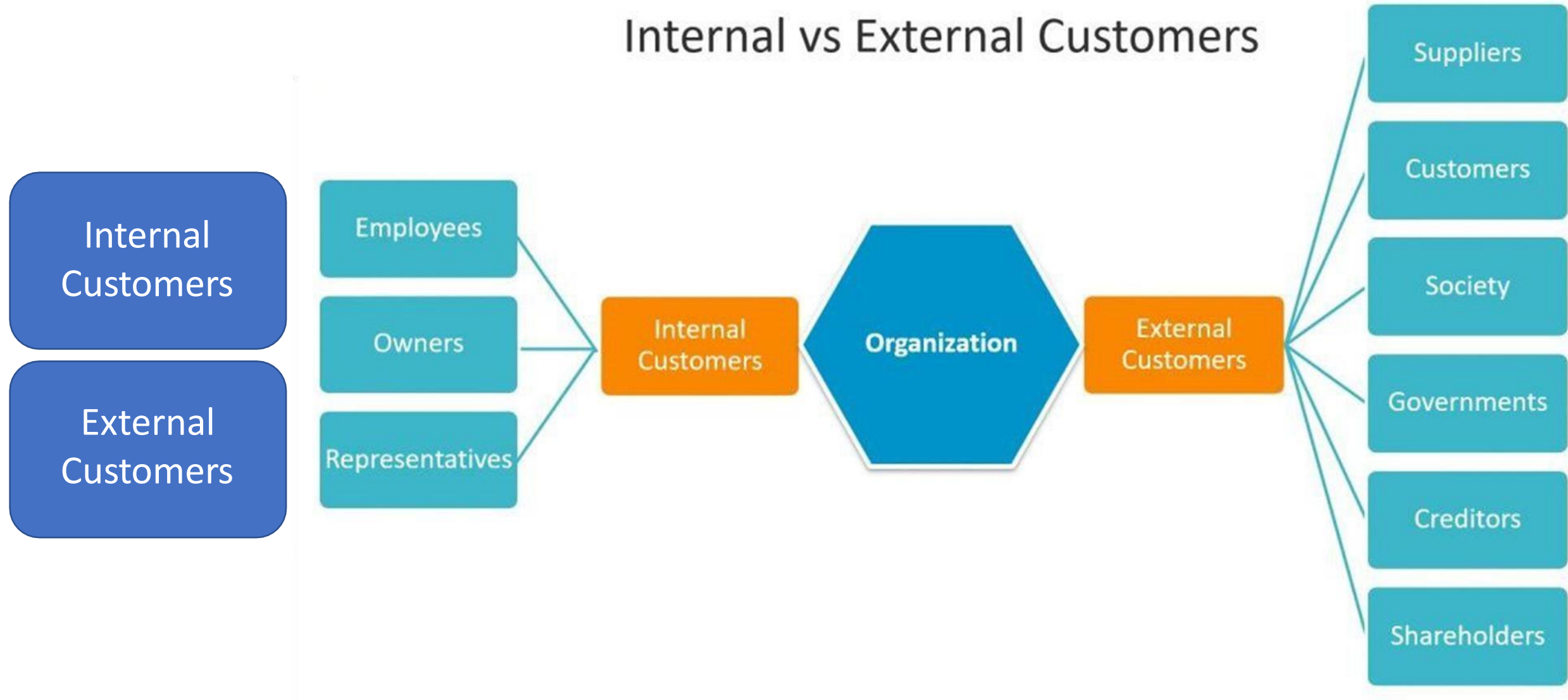
Customer service is the direct one-on-one interaction between a consumer making a purchase and a representative of the company that is selling it.



Factors influencing customer expectations



Types of Customers



Necessary Qualities for Customer Service

Top 10 Soft Skills for Customer Service Jobs



Clear
Communication



Listening
Skills



Self-Control



Positive
attitude



Assertiveness



Conflict
Resolution



Empathy



Depersonalization



Taking
Responsibility



A sense
of humor



How Important is Good Customer Service?

Types of Customer Service Channels



Phone
Calls

Mobile
Messaging

Social
Media

Email

Chat
-bots

Self
Service

Components of Customer Handling



Never Forgot to take the
Feedbacks and
suggestions from your
customers



