

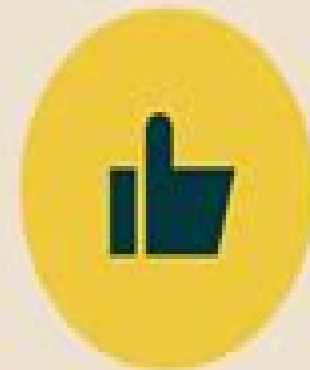
Factors that contribute to good phone customer service



The agent works
to understand
the problem



The agent can
resolve the customer
issue quickly



The customer is
left happy after
the end of the call

Good Telephone Customer Service Skills

Ron Zemke



Good Telephone Customer Service Skills:

Best Practices in Customer Service John A. Woods,1999 **Customer Service Best Practices** Ron Zemke,1998

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