

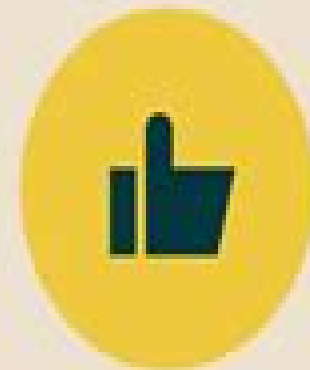
Factors that contribute to good phone customer service



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

Yi-Tong Ma



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