

Strategies to enhance omni-channel customer service

This slide represents key strategies to enhance omni-channel customer service. It includes social media response time, live chats and self-service.

Enhance social media response time

Reasons - Improve customer relationships

Initiatives -

- Merge social communications into single platforms
- Prioritize social mentions on basis of urgency
- Use suggested responses to address common queries

Result - Decrease in response time from 30 sec to 15 sec



Live chats

Reason - Reduce bounce rates

Initiatives -

- Offer transcripts after ended live chat sessions
- Offer tailored product recommendations
- On time greetings based on customer behavior

Result - Decrease in bounce rate by 8%



Implement self-service

Reason - Customer empowerment

Initiatives -

- Build FAQ page
- Create knowledge base
- Publish pre-recorded classes and tutorials

Result - Increase in customer satisfaction rate by 8%



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