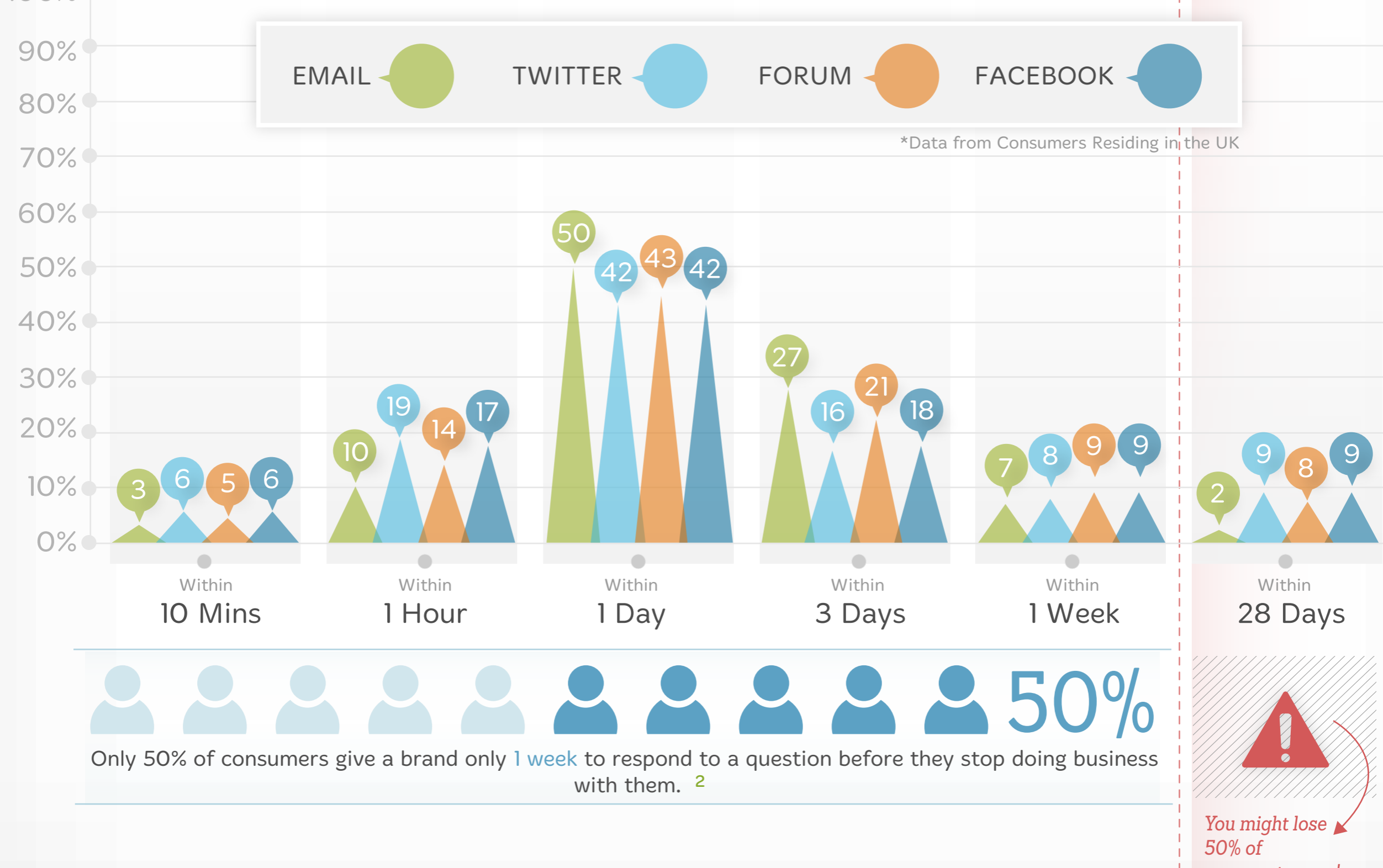


Why do Companies with Great CUSTOMER SERVICE

Succeed?

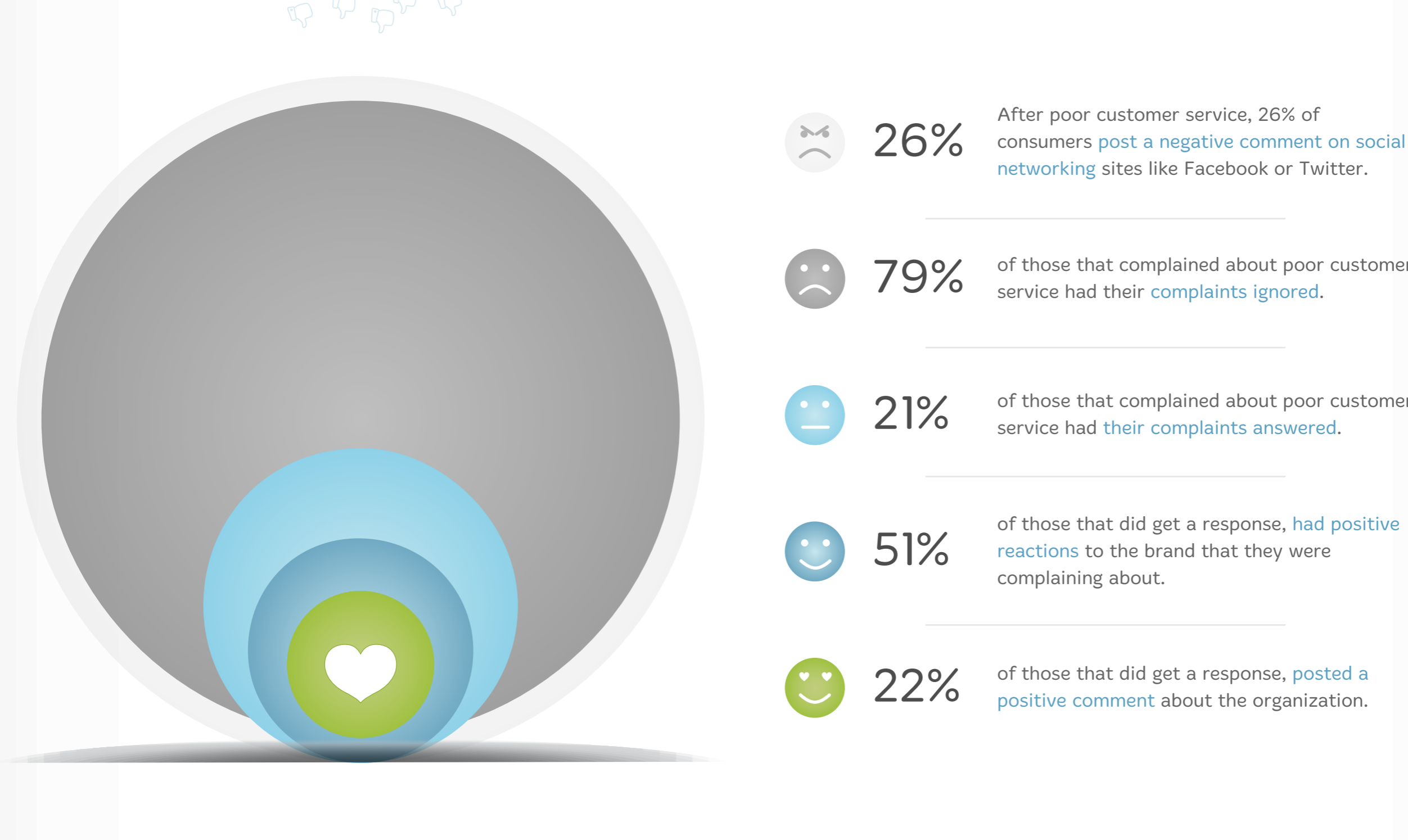
When a customer complaint is lodged online...

HOW QUICKLY DO CONSUMERS EXPECT A BRAND TO RESPOND?



After poor customer service...

WHERE DO CONSUMERS GO TO COMPLAIN?

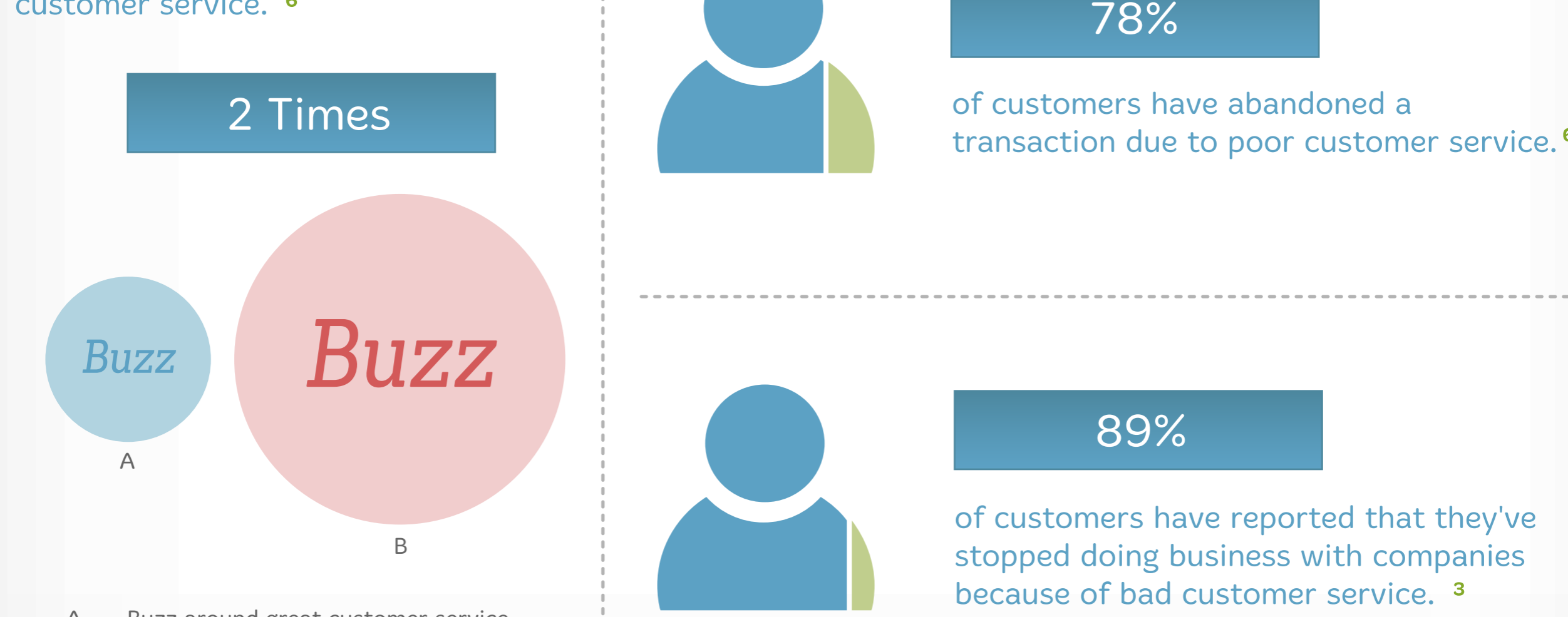
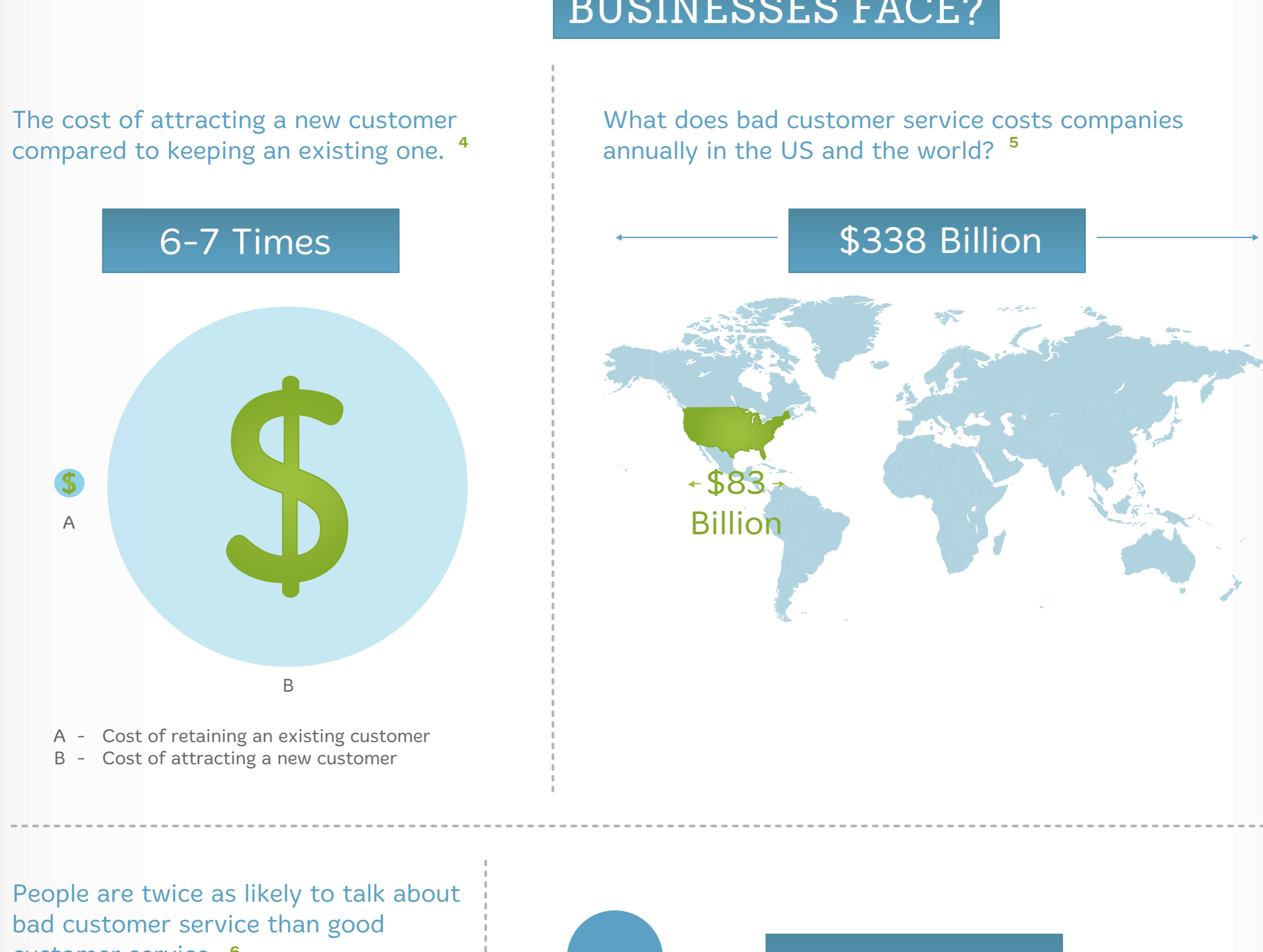


Key Takeaway

Responses Can Go A Long A Way In Restoring Faith In A Consumer's Mind.

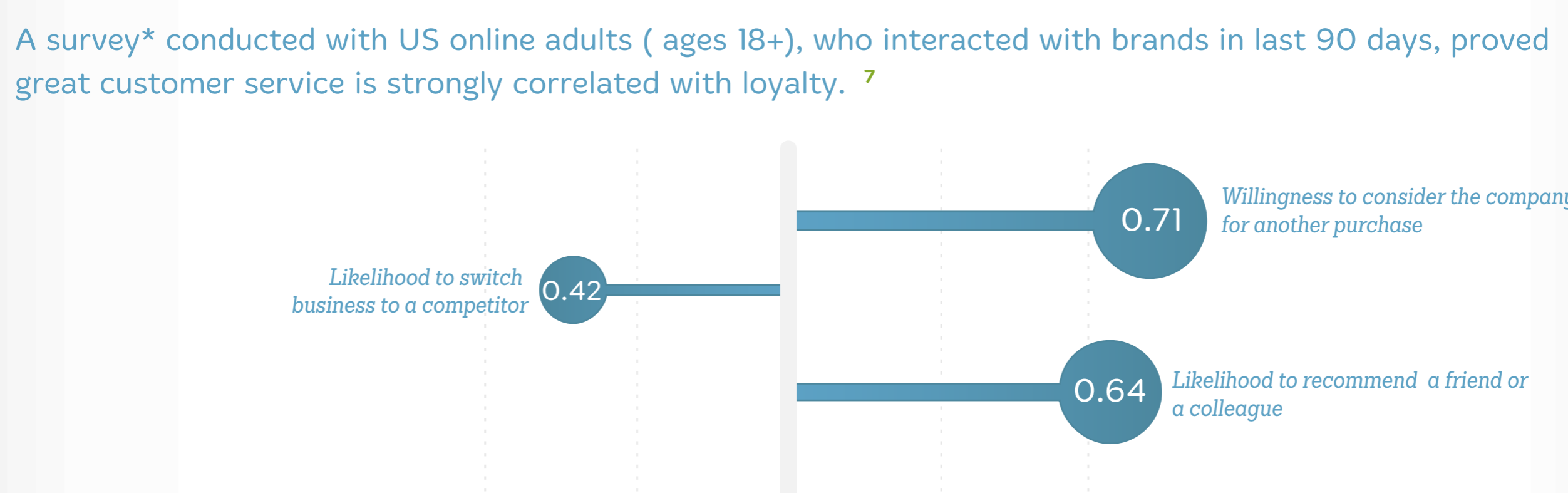
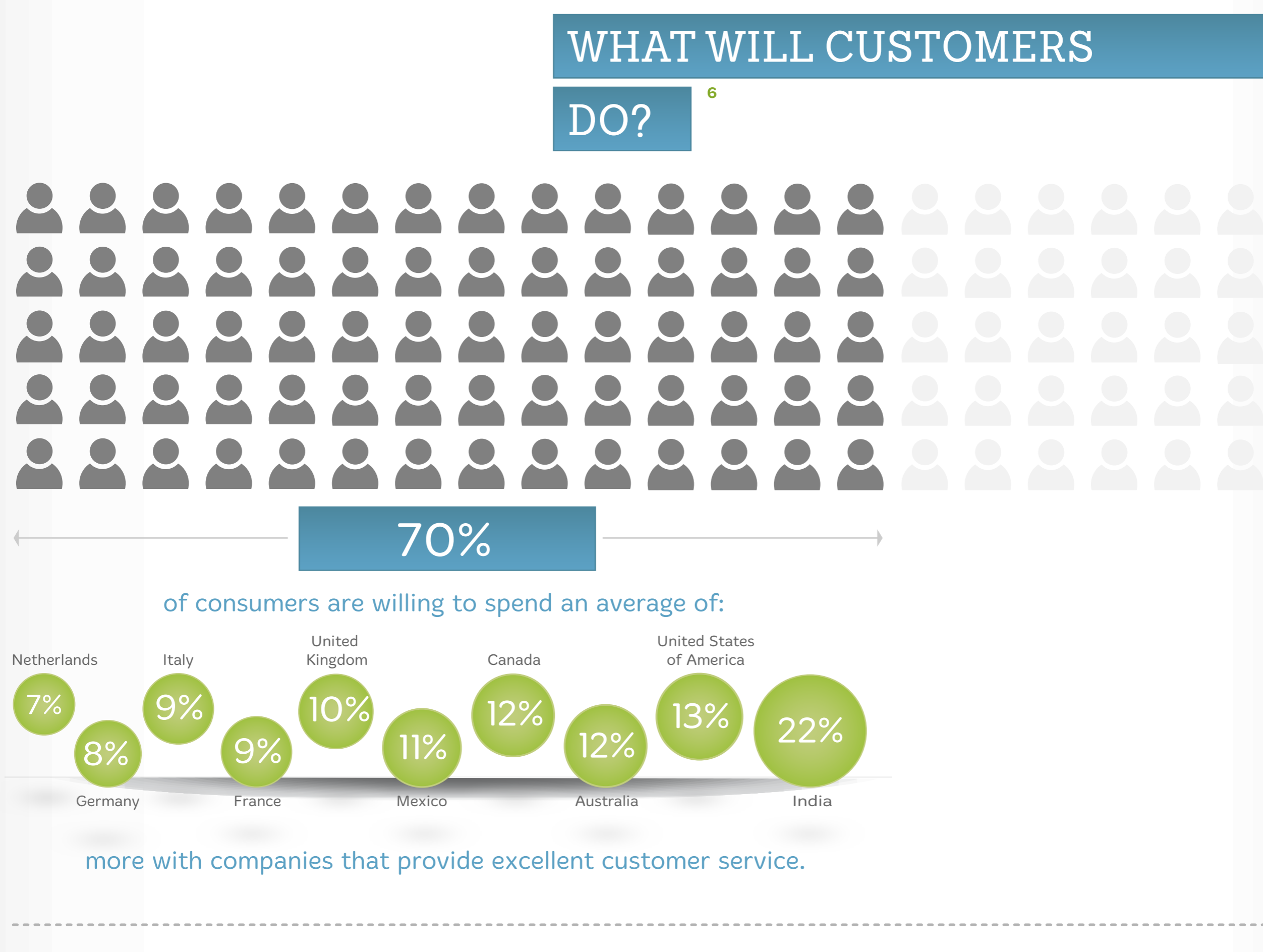
When customer service goes bad...

WHAT ARE THE CONSEQUENCES BUSINESSES FACE?



For an awesome customer service experience...

WHAT WILL CUSTOMERS DO?



For your customer...

WHAT DOES GOOD CUSTOMER SERVICE LOOK LIKE?



CEI conducted a survey revealing where consumers say brands have fallen short. This data presents a clear picture of what matters to consumers. Knowing the priorities of consumers is important in helping you know what matters most in customer support.

