

Customer Service Industry Trends

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Customer Service Industry Trends - Exceptional customer service is vital. Check out our top 100 customer service statistics and trends to watch for in 2019 here!No company can afford to be a customer service laggard. So, what can leadership do to ensure they stay up, stay competitive and stay relevant? Pay close ...Learn the 16 customer service skills that helps agents provide excellent customer service in various support channels including email, phone, and chat.Although the results were close, the industry in the United States where customers were most likely to leave their current provider is the cable television, with a 28 ...