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Toll-free phone: 833-GET-RHYI (833-438-7494) Email: GetRHYI@NCHYF.org Back to previous page (PDF-822.91 KB) Customer service is entering a renaissance. Technology is completely redefining what it means to help your customer base, with the use of live chat expected to grow by 87 percent in the next 12 months to 18 months. Why waste time jumping from the department to the department on a call when you can just write a couple of questions and get straight to the heart of a problem? But also with this technology in place, not all companies are equipped to manage live chat -- not to mention many of the other platforms now used for customer service. The questions and complaints sent through these channels are just like those sent through any other means of communication. No matter the format, the goal for customer support teams is to provide a fast, clear and feasible answer. This is about optimizing technology to take a proactive approach to service. A well-kept and well-prepared customer service center helps. Of course, training employees and the provision of top-order software can bring a heavy price, but you want staff who can answer by phone, email or real-time chat -- no matter what the cost is. Related: 7 tactics showing that you are getting customer service always a useful investment. When you are committed to investing in your service, do more than feed loyalty from your customer base. A recent Forrester survey found that this investment greatly improved the productivity of individual team members. Things become more predictable in the way staff manages communications, and predictability results in greater efficiency and productivity. With all tools and resources oriented to service, employees can focus on the customer. They can develop a coherent approach, learn from each interaction and grow in their roles. Keeping existing customers happy is often easier -- and cheaper -- than attracting new. According to Zendesk, a total of 85 percent of customers will pay more if it means a better customer service experience. And the best way to keep customers happy is to take advantage of all the tools available for you. Technology allows you to follow and solve problems in a timely manner. While questions and complaints vary, how you go about ensuring your company can address them will always be the same, and often includes the following: Related: 4 Assumptions needed to provide 5 star customer service1. Socially go with the service. While marketing is often the first thing that comes to mind with social media, it is part of the overall customer experience. Rescuing this channel means losing a great contact point for consumers and offer solutions to their problems. JetBlue is a first example of social media service at work. After a customer tweeted an image of his video screen malfunction in flight, the airline's Twitter representative faced the problem directly and offered a credit on his flight. What? What?were a public bashing of the company turned into a publicized success story. But social media can do more than help your company build relationships with customers. It's also a great place to connect with employees. Creating a Facebook group or using its new collaborative platform, Workplace, gives staff a space to chat, ask questions, and discuss business at the social level.2.Á Provide staff with the resources they need. Not all employees will be effective communicators outside the door. Train new hires on how to best interact with customers across all touchpoints. Cover skills such as writing emails, working on the phone and handling complaints or questions on social channels. Plus, make sure your employees master the key customer service skill: listening. If employees can listen to customers, they are more likely to discover the root cause of the problem and offer the best possible solution. In addition, listening can help speed up the entire customer service process.3. Underline the philosophy of the other foot. Companies can sometimes forget to put themselves in the customer's shoes. If that shoe was on the other side, how would they want to be treated? Before you suggest something, make sure your team considers why someone is asking the question. The same applies to interactions within an organization. Think of the other side when offering advice. If you don't agree with how someone is doing something, there's often a reason. Transparency and clear communication between the team can help clear up confusion and ease frustration right from the start. Take Zappos, for example. Transparency is one of its core values, providing suppliers with access to company information. You can learn about its user experience, customer service and marketing efforts. Zappos put himself in the shoes of other companies by asking what would make it easier to do business with each other.4. Working on these case studies. Creating a point of reference is critical to solving customer service challenges. Develop case studies by reviewing what clients ask for more often. Group questions and complaints into categories and then numerically from top to bottom. Everyone hates HR. Employees hate HR because they always seem to take the side of management. Management hates HR because HR always says no, or requests documentation, or makes requests on their busy agenda. Usually, when we understand why someone behaves this way, we accept their requests and decisions more quickly. And one of the main reasons why people are so negative about HR is that they misunderstand why we act this way. There is a strong belief that the Human Resources department is an in-house customer service. It's ours. Doing things right and to make the customer - Employee or manager - Felice. The experienced Alyssa Hernandez has shared a story where a ledge told her that if he was going to go to HR, he had to learn how to sweeten things if he wanted to be in HR. HR, disagreements and wisely clears the error: That's not customer service. Do we have a customer base? Yeah. Should we be educated and professional? Absolutely. But not all people will go away from your happy office, and all right. It's 100% correct. While it would be nice if everyone could leave happy, it is not what human resources should do. That's not what you really want human resources to do. You do not want to end up in a suit or trend on Twitter because your human resources department made you happy rather than doing what was right. If a manager is telling dirty jokes in staff meetings, you want the executive to leave the meeting with the HR Business Partner with an understanding that this is a very serious situation. If you do it again, the resolution is on the table. You don't want him to leave, as if the Human Resources person knew where he came from, and he's just saying to throw him away because she has something to do, but actually, it's okay to keep going. If an employee is on a performance improvement plan (PIP) due to poor performance, you want him to exit from the human resource manager's office with a full understanding of what he needs to do to meet the PIP terms. Let's hope, let the feeling that it can achieve these goals. But, the worst possible thing for the employee and the company is that that person leaves the office feeling like he could continue doing what he is doing. If you understand that HR is trying to protect the business and make the employee experience better, you will appreciate some of the answers I bug you. No, you can not punish someone to take FMLA time approved even if it was during the busy service. Yeah, you got to jump and watch every turn. No, you can't hire your girlfriend. Yes, you need to document employee behavior if you want to start a disciplinary process. All these things protect the company even if they don't make you happy right now. HR's goal is not to make you happy - although a positive employee experience is high on the list. The goal is to help you do things that help the company succeed and legally protect the company, although it is a bit difficult. Does that mean HR always does the right thing? Of course not. Bad reputation of human resources is well earned. But if you're angry about what your human resource manager is telling you, stop and ask: "How does your suggestion help the company? How do I hurt the company?" It should be enough to answer this question. Listen to the answer. To the employee who arrives late, the answer should be something like: "This is a customer's job. When you get late, we have customers waiting. The whole program is launched and put unfair charges on your colleagues." If the answer is "why this is the rule!" then it is a bad answer, and she is not doing her job. You'll probably hear a lot: "Federal law/state law requires..." If you don't like it, take it with you elected officials. But never confuse HR with customer service. Yes, you are a client of HR, but their work is not just to make you happy. It's nice if you can, but do not get angry if they can not. It could be that you need to change. DC 2.0 / Medill DC / Flickr The Department of Human Services, which is officially known as the Department of health and Human Services (HHS), is one of the largest civilian departments of the US government. How do you know? Here are 10 basic facts. The HHS annual budget is nearly one in four federal dollars, or borrowed money from the Federal Reserve, says Allgov. This makes it one of the best-funded government departments, and gives more subsidies than any other combined agency. CC BY-SA 2.0 / 401 (K) 2013 / Flickr Medicare, which is administered by HHS, is the largest health insurance provider in the US, with 25% of Americans on his books. Allgov reports. In fact, it manages more than one billion claims annually. DC 2.0 / Twibuckner / Flickr Various programs and federal agencies set up throughout the history of U.S. They can be seen as a preamble to HHS. The first of these was a 1798 act to provide care for the sick or disabled sailors. DC 2.0 / DVDshub / Flickr The HHS has a great deal of responsibility. Some of these include the regulation of food and pharmaceutical industries (FDA), the provision of health insurance (Medicare / Medicaid), the relevant disease (CDC) and the financing of medical research (NIH). DC 2.0 / Raed Monsour / Flickr Interestingly, a number of defense contractors are listed among the biggest recipients of HHS funding, according to Allgov. These include Lockheed Martin and Northrop Grumman, has received more than a billion dollars by 2010. Public Domain / Aeroman3 / Flickr Most of the companies funded by HHS are pharmaceuticals and related industries. Examples include GlaxoSmithKline, Merck and Wyeth. Only Merck has received up to \$ 2.3 billion by 2010, says Allgov. CC BY-SA 2.0 / Montgomery County Planning Commission / Flickr In addition to its spending on drugs / biological and telecommunications / IT Services, HHS also funds biomedical research and laboratory equipment. Since 2010, he has spent more than \$ 6.8 billion of these. DC 2.0 / National Eye Institute / Flickr HHS There are 10 regions in the United States, each served by a regional director. The Boston office serves a region (CT, ME, MA, NH, RI and VT). The New York office serves two (NJ and NY, as well as Puerto Rico and the Virgin Islands). The Philadelphia office serves three (DE, MD, PA, VA and WV, as well as the District of Columbia). The Atlanta office serves four (AL region, FL, GA, KY, MS, NC, SC and TN). DC 2.0 / Samm4Mrox / Flickr The Chicago office serves five (region IL, IN, MN, OH and WI), and the Dallas office serves the Six region (AR, La, NM, OK and TX). The city's office of Kansas serves seven (ia, ks, mo and ne). NEITHER. By 2.0 / Tony Webster / Flickr Region Eight (CO, MT, ND, SD, UT and WY) is served by the Denver Office. The San Francisco office serves the region nine, the largest region (AZ, CA, HI and NV, as well as American Samoa, the Commonwealth of the Northern Mariana Islands, the Federated States of Micronesia, Guam, the Marshall Islands and the Republic of Palau). Region Ten (AK, ID, OR and WA) is served by the Seattle office. CC by 2.0 / bold borders / Flickr

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