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7 New Technologies to Improve Customer Service in 2021

A customer service training manual serves as an invaluable tool for instructing your employees how to best provide top-quality service to your clients or customers. A comprehensive training manual ...

How to Produce a Customer Service Training Manual

Customer service is perhaps the most vital part of conducting business as it reflects directly on the company and how it is able to meet the needs of patrons. Implementing customer service ...

How to Implement Customer Service Training With Employees

It has been a decade since I left an organisation that had a profound effect on my career. In June 2011, I walked out of the Information and Communication Technology Agency (ICTA) for the last time as ...

Timeless learnings for service-driven organisation to become successful

Consistency is vital to move the needle on both CSAT and performance. But growing globalization and new, complex trends have compounded the challenge of inconsistency-and multiplied its impact on ...

Inconsistent Communication Is Costing You Customers. Here Are 5 Ways to Help

LabVantage Solutions, Inc., a provider of laboratory informatics solutions and services including purpose-built LIMS solutions that allow labs to go live faster and at a lower total cost, hs launched ...

LabVantage Introduces Version 8.7 of its LIMS Platform

Customer service operations need to proactively automate repetitive, manual work wherever possible ... 3) Modernize staffing and training practices. The industry has increasingly realized that ...

Using Data and Tech to Boost Your Customer Service Center: 5 Tips

For example, how do consumers dispute a P2P transaction once it has occurred? This has become a significant challenge because disputing transactions in the P2P landscape is very different from ...

When P2P Gets Complicated

In another industry first, Traver Connect unveils its Service BDC Capsule. This new all-in-one product offers the most complete turnkey ...

Traver Connect Launches Service BDC Capsule

Total retail loss is an alarming drain on the revenue of retail companies. Driven by common occurrences like shrink, ...

The Fight Against Retail Loss Continues: How Organizations Can Measure the Performance of Loss Prevention Efforts

The Virginia Information Technologies Agency has launched the country's first public sector, end-to-end service offering of robotic process automation.

VITA offers first-of-its-kind robotic process automation service offering

Combining language with technology has driven innovation in artificial intelligence for decades. With the right strategy, it can help businesses today.

AI Strategies: What Is Natural Language Processing and How Can It Help Businesses?

Payroc, a leading merchant acquirer and payment processor, now enables pay-by-phone payment processing. Through partnership with Fluid Pay and IVR Technology Group, this launch bridges together each ...

Payroc launches pay-by-phone payment processing

ZSuite Technologies, a financial technology company that aims to power community financial institutions with digital escrow products for specific commercial verticals that can be offered to their ...

ZSuite Technologies Launches Digital Escrow Solution ZEscrow

Quark.ai today announced the listing of its Quark.ai Autonomous Customer Support app in the Zendesk Marketplace (hyperlink). The Qua ...

Quark.ai Brings Autonomous Customer Support to the Zendesk Marketplace

Vendors Establish Coronavirus Response with Remote Working Resources to Ensure Business Continuity Companies in the warranty management system market are fulfilling business continuity plans amidst ...

South Korea industry statistics of Warranty Management Systems Analysis, Strategic Assessment, Trend Outlook And Business Opportunities 2030

Payrix, the acknowledged leader in embedded fintech, today announced it is driving over \$60M in annual payments revenue to its software-as-a-service (SaaS) clients. Through its white-glove ...

Payrix celebrates five-year anniversary

webinars and in-person customer service. Obtain timely purchase feedback via a simple survey, and correct any problems immediately. Tried-and-true user manuals still have significance in the 21st ...

How To Use Content Marketing To Support B2B Customer Retention

Lit, the modern language service and technology provider, today announced the launch of Multilingual Asset Management, a new solution that enables companies to achieve higher quality localization and ...

Lit Launches Next-Generation Multilingual Asset Management

LabVantage LIMS 8.7 Portal provides external customer self-service access to LIMS while maintaining the laboratory's data security! New Portal delivers consistent and complete submission-of-work ...

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