

real results
training consultancy



The Best Ways To Handle Web Chat in The Contact Centre

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DELIVERING EFFECTIVE
**SOCIAL
CUSTOMER
SERVICE**

How to redefine the way you
manage customer experience
and your corporate reputation

WILEY

“Give
customers a
choice about
how they
communicate
with your
organisation.”

Community

- ❖ **Cultivate your community**
- ❖ **Drive traffic to your community for support**
- ❖ **Provide good self-service routes (video, forums)**
- ❖ **Give the option to connect to escalate to chat from the community**

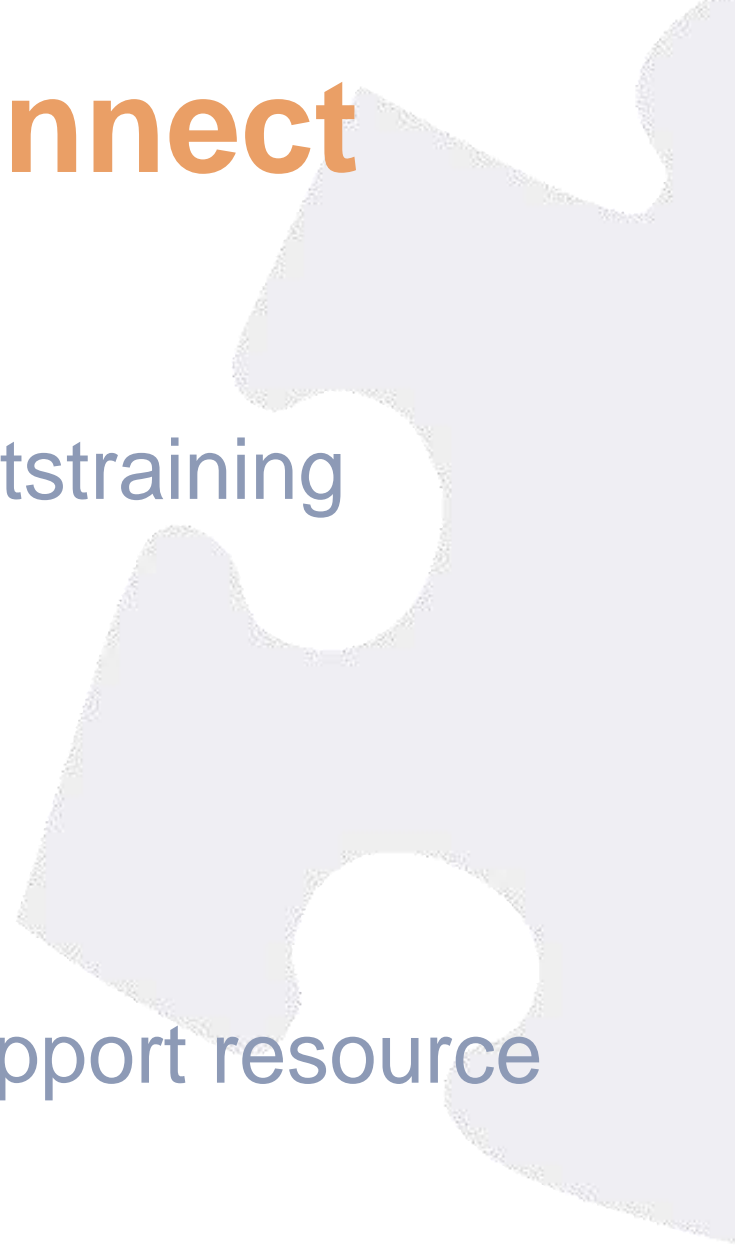
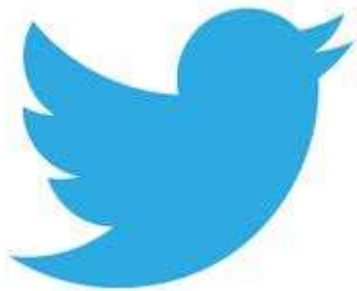
Agents & Chat

- 🧩 Knowledge
- 🧩 Enjoyable
- 🧩 Professional
- 🧩 Speed
- 🧩 Teamwork
- 🧩 Feedback

Next Step: Connect

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