

Cyber Week Guide Customer Service

Michael Hoelscher

Cyber Week Guide Customer Service:

2024 Holiday Customer Service Blueprint Jelisaveta Sapardić,2024-08-20 Did you know that customer service requests can increase by 65% during Black Friday and Cyber Monday compared to a typical day 15 This staggering surge can overwhelm even the most prepared customer support teams as they struggle to manage a flood of repetitive questions keep response times low and maintain high levels of customer satisfaction all at the same time However this surge also presents a critical opportunity to boost revenue and acquire new customers with over 87% of consumers shopping during Black Friday and 61 million people globally purchasing from Shopify powered brands 16 Drawing from our experience supporting over 300 000 businesses worldwide we understand the importance of a seamless customer experience especially for ecommerce companies and SMBs We ve developed strategies that help businesses overcome customer service challenges during peak shopping times In this ebook well share practical tips and insights from industry experts to help you manage customer demands during these critical periods Learn how to navigate and thrive during the busiest seasons with our proven advice

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