enchant

Improve Customer Support Checklist

- ☐ Read the request carefully

- ☐ Apologize if there's a delay in responding

- ☐ Set clear expectations

- ☐ Be empathetic to the customer's pain

- ☐ Be empowered to do what it takes to solve the customer's problems

- ☐ Respond as fast as possible

- ☐ Fully understand your company's products

- ☐ Remain calm when things go bad

- ☐ Build guidelines to help the team work effectively

- ☐ Stay professional and polite

- ☐ Don't take things personally