

Repeated queries can be marked and a template is made which helps the agent to reuse.

The agent

should listen

actively to the

customer

while Dealing with the customer, the able to handle agent should be multiple issue calm and should solve it quickly.

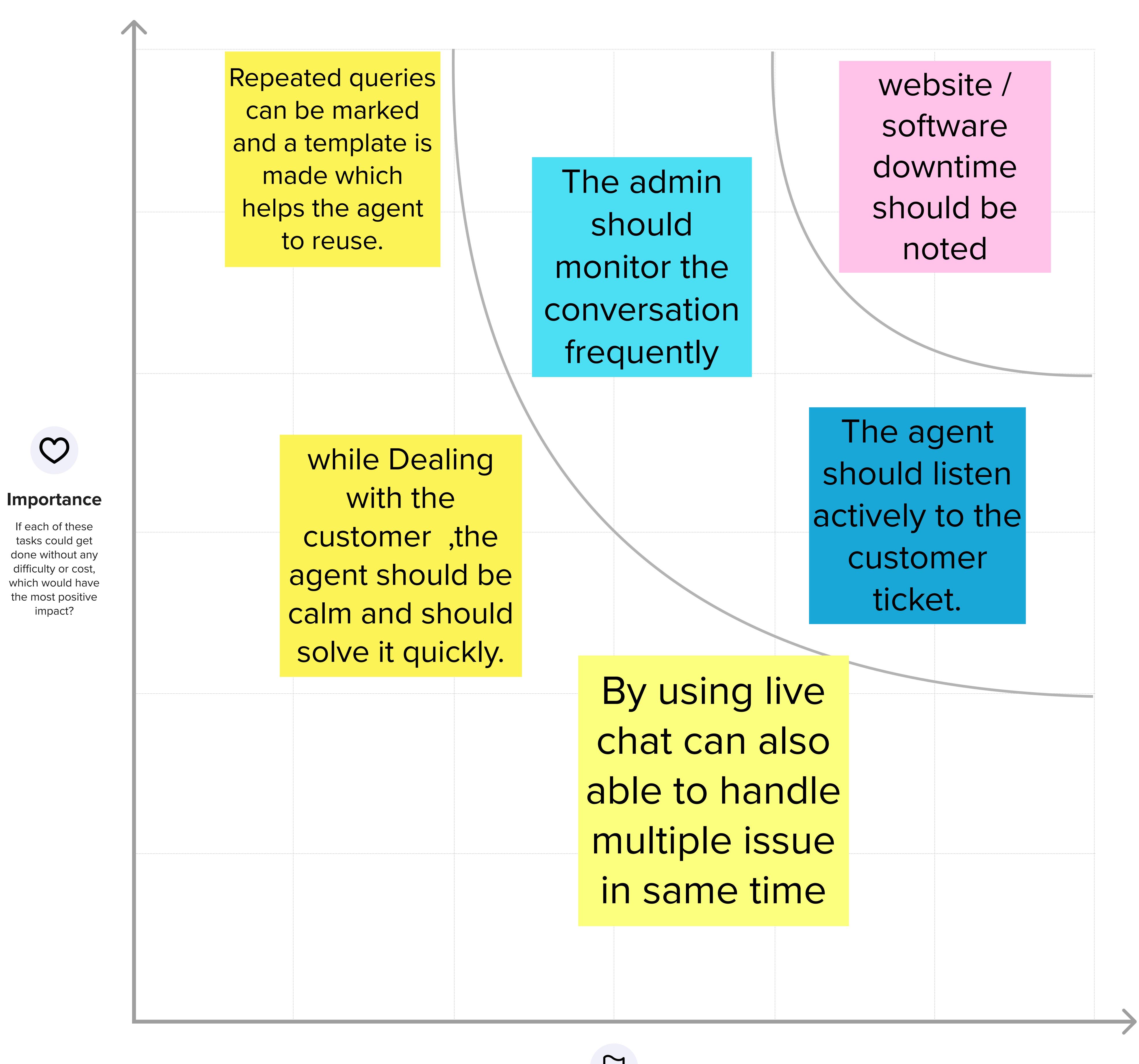
website / software downtime should be noted

By using live

chat can also

in same time

The admin should monitor the conversation



Regardless of their importance, which tasks are more feasible than others? (Cost, time, effort, complexity, etc.)