



Customer Support and Service

Lecture-1

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Customer Support and Service

- Customer
- Support
- Service

Way of customer support and service



Information



Consultation



Hospitality



Exceptions



Billing



Payment



Billing

Why Customer Service & Support



Buyer-seller Communication



Customer retentions



Grow

**Customer service
important.....??**



Big reason for customer
migration

89%.....!!!





Spread like fire



Happy customer become loyal
customer

Its cheap...!!!



