**Reference:** [**https://developer.ibm.com/patterns/ai-powered-backend-system-for-order-processing-during-pandemics/**](https://developer.ibm.com/patterns/ai-powered-backend-system-for-order-processing-during-pandemics/)

***Application Stack Generic
Image* Application Characteristics:**

**1)They are loyal;**

Author Alexander Kjerulf says, “Happy employees make the customers happy.” It might sound rather straightforward, but happiness and satisfaction within a company will inevitably lead to loyalty.

#### 2)Good employee traits;

#### Although most companies have a limited customer service budget, finding the ideal employee has taken precedence over lowering costs in recent years. The perfect customer service employees do more than seek to meet expectations: They have positive attitudes, patience with customers, and display politeness to all. These are the basics of satisfying the needs of both the client and the company. If you neglect these details while hiring, you might find yourself attempting to convert a hot-headed, negative individual into a suitable member of your customer support team.

#### 3)They are natural problem-solvers;

#### Companies that excel at customer service don’t wait for a problem to arise before addressing it. One of the great customer service skills is the ability to take a preemptive approach in managing possible risks and being prepared with a solution when a problem does arise.

#### 4)They are highly conscientious;

#### Look for candidates who are highly conscientious. The candidate that arrives late for the interview, looking completely flustered and confused is probably not the ideal choice.

#### 5)They are persuasive; A great customer service employee will also have some amazing marketing and sales skills. It’s not always about being a manipulator, but being able to steer the customer into a direction that is beneficial for both the company and the client.