

Customer Service Promise

There are many activities that a customer service team might encounter; some might be relevant, but some are not. The framework below, helps to you to define the detail from the 'is/is not' framework, and is especially helpful in the design and delivery of customer service training, especially in the induction and orientation of a new employee.

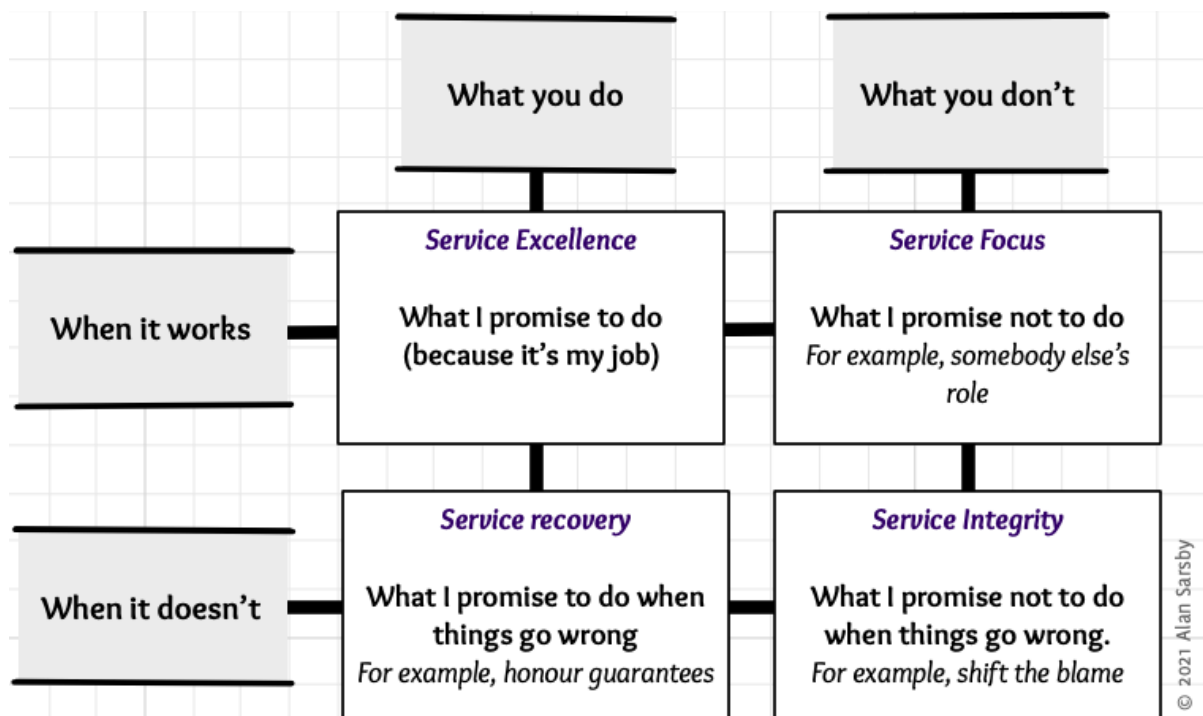


Figure 1: The service promise framework