Active Viewing Guide

1. As people use their computers and online devices more and more, what is becoming increasingly important?

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2. What are three skills that are just as important to online customer service as for other forms?

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3. What do many people prefer when dealing with a business?

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4. In dealing with multiple customer enquiries, if you try and help all the customers at once, what are three things you are likely to do?

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5. If customers become unreasonable or offensive, what should you do?

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6. List three things that an operator needs to do when using live chat online customer service.

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7. What has revolutionised the way businesses deal with customers?

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8. List four things to remember when responding to a customer in a professional manner.

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9. List three things a customer service representative should know about emailing.

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