ENABLING YOUR REMOTE WORKFORCE

Service Your Customers Better During the COVID-19 Pandemic

ESTABLISHING A FIRM COMMUNICATION PLAN

- setting up frequent calls with customers
- ensuring detail and meticulousness in every mode of communication
- providing routine executive touch bases
- setting up feedback channels.

A firm communication plan ensures that all parties are on the same page with minimal surprises.

OFFERING FLEXIBILITY

- enforcing a flexible deadline where mutually agreed upon
- allowing flexible payment plans where mutually agreed upon

Offering flexibility to customers lets them know that you care about them, building trust and strengthening your relationship
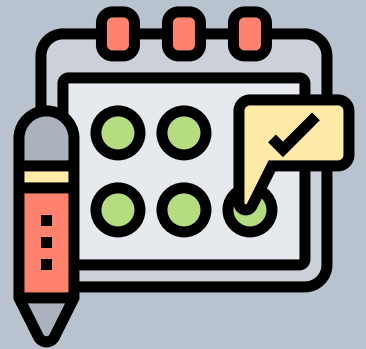
ENABLING OPTIMAL COLLABORATION

- using screen sharing tools to minimize needless communication
- utilizing a file sharing platform for seamless collaboration

Using effective tools to collaborate eliminates wasteful calls and emails. Hours of time can be regained by using collaborative tools.
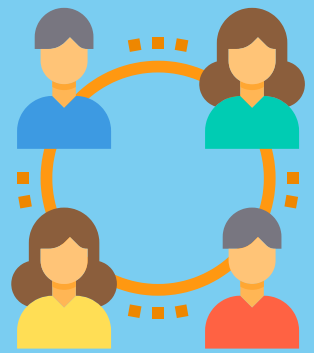
SETTING UP CUSTOMER OFFICE HOURS

- enhancing user adoption;
- to answer questions that we normally wouldn't have time to ask

Allocating dedicated time for customer questions and concerns conveys to your customers that their satisfaction and experience is a top most priority.

DISPLAYING EMPATHY

- considering our customer's point of view
- listening to their challenges and offering assistance where we can

Displaying empathy can take relationships with your customers a long way. After all, business is carried out among a group of humans who have feelings that go through ups and downs. Professional intimacy coupled with empathy can go a long way.

WORKING ON OUR INTERNAL TEAM

- uniting our team around our vision
- remembering to have fun.

Working on staying united and aligning our personal goals with our company's vision ensures that we are adhering to our standards and delivering quality across our customers. Also, we know we perform better when we are having fun and enjoying the work we do.