



Know what matters to your customers!

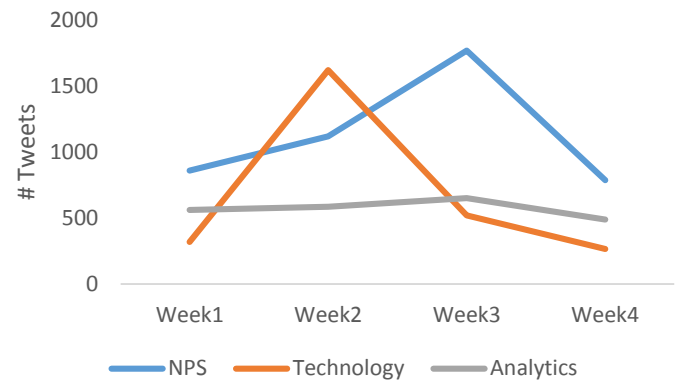
Thursday, December 15, 2016

Customer Service Lessons To Learn From The Banking Industry

You don't have to be in banking to appreciate customer service insights from the industry. A recent survey from Clarabridge on the banking industry is a customer service wakeup call for any and all types of business, in any industry.

- Just 67% of banking customers placed a customer service call to their bank. Only 42% of millennials have placed a customer service call.
- 35% of customer service issues that are tweeted to banks go unresolved. [Read more...](#)

Trending Topics



Customer service trumps everything else in business

If we could only teach one thing to all of our readers here on the Chop Dawgblog, arguably, it would be this one thing: care so much about your customers that your customer service trumps everything else in your business. [Read more...](#)

Cleveland Clinic's Patient Satisfaction Strategy: A Millennial-Friendly Experience Overhaul

If you want to improve the patient experience — and your patient satisfaction and HCAHPS scores — here's a good place to start: *An eye on the millennial generation of patients. A million same-day appointments.* [Read more](#)

What are the benefits of journey mapping in B2B?

Look at the five key questions that B2B providers face in managing the customer experience and outline how journey mapping can enable an organization to create an experience that delivers on its brand promise and helps to align the business behind the intended experience. Kerri Nelson, CEO and President CustomersFirst Now shares her views around journey mapping in B2B [Read more](#)

Quick Bytes

Three New **Twitter Customer Service Features** Your Business Needs to Enable.
1. Show people your account provides support... [Read more](#)



How do you measure Customer Experience?
Listen to a short and crisp 4-minute video from CustomersFirst Now CEO - Kerri Nelson [here](#)



5 quick tips for **customer service strategy** with social media
1. Have a designated account for support questions
2. Make it known on your accounts that you welcome questions and comments... [Read more](#)



Our Solutions: Customer Journey Mapping | CX ROI | Statement of Intent | Measures Framework | CX Strategy ... and many more. For more information, visit us @ [customersfirstnow.com](#)

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