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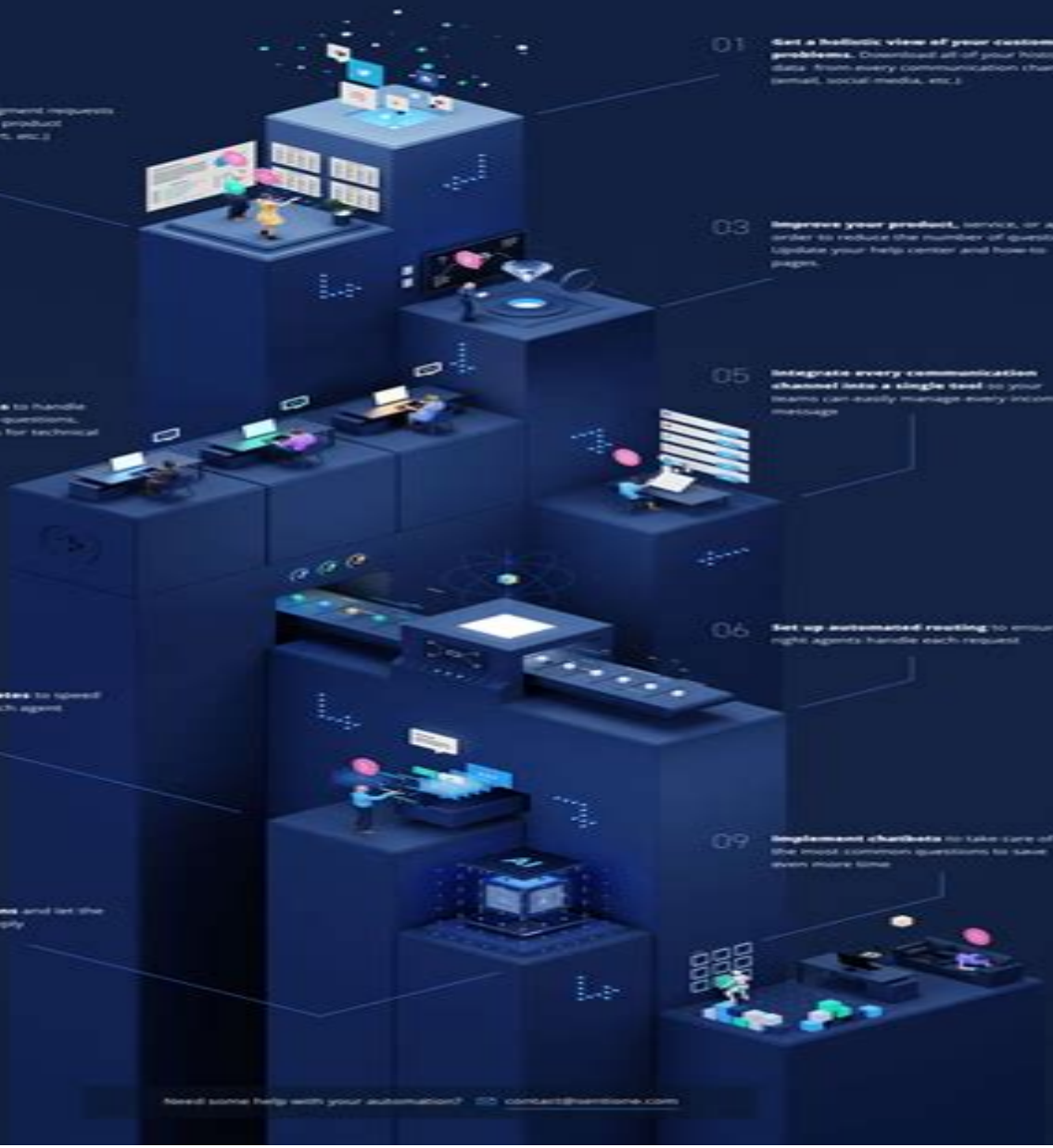
Automate Customer Service in 9 Easy Steps



01 **Get a holistic view of your customers' problems.** Download all of your historical data from every communication channel (email, social media, etc.)

02 **Look for patterns** and segment requests into different types (billing, product questions, technical support, etc.)

03 **Improve your product,** service, or app in order to reduce the number of questions. Update your help center and how-to pages.

04 **Create separate CS teams** to handle different categories: billing questions, product feedback, requests for technical support, etc.

05 **Integrate every communication channel into a single tool** so your teams can easily manage every incoming message

06 **Set up automated routing** to ensure the right agents handle each request

07 **Prepare response templates** to speed up the response time of each agent

08 **Use AI answer suggestions** and let the algorithm select the best reply

09 **Implement chatbots** to take care of the most common questions to save even more time

Need some help with your automation? ✉ contact@sentisone.com

Easy Method To Automate Customer Service With AI Organically BATCH62 2368

Sabine Zange

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