

The Future of Customer Service

Researched by Shep Hyken and sponsored by **Five9**

We asked over 1000 consumers which customer service experiences they expect to be essential in the near future (3-5 years). Right or wrong, here are their top five.



24/7 availability

1



2

Online chat (with a live agent) is always an option for help with problems or questions.

3



Being able to complete all customer service interactions on a **mobile device**.

4



5



A **personalized experience** from the agent or company employee (able to access and utilize your information, status, and updates as a customer).

Human interactions only.

Download the 2023 Achieving Customer Amazement Study at

[WWW.HYKEN.COM/RESEARCH](http://www.hyken.com/research)

