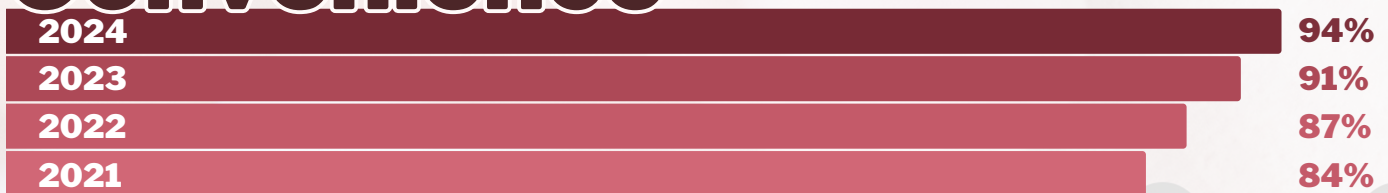


The Most Important Customer Service Experiences in Today's World

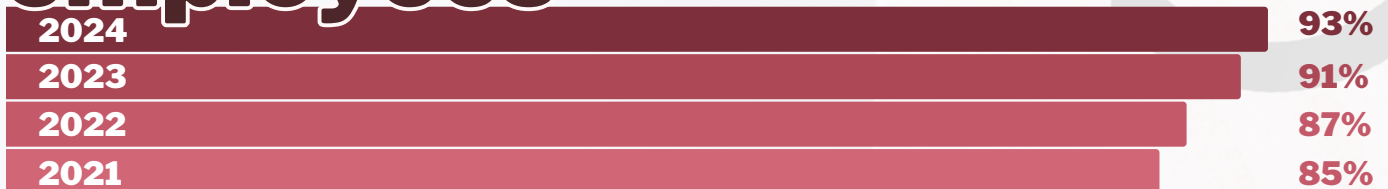
Customer expectations are rising. Each year, expectations in each category are becoming more important than the previous year.

We asked: How important are each of the following customer service experiences to you in today's world?

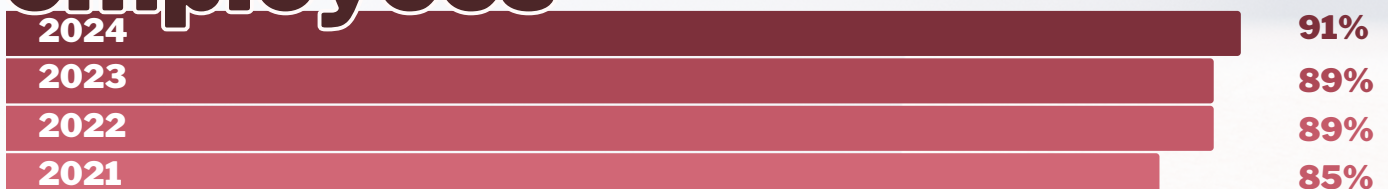
Convenience



Knowledgeable employees



Kind and helpful employees



Easy to reach customer support



Fast customer support—email, message, or text



Are you up for the challenge?

The best companies are showing our customers what it's like to have a great customer experience, setting the bar higher for everyone.

Download The 2024 State of Customer Service and CX Research at

www.hyken.com/research

Researched by **Shep Hyken**
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