

The Bad and the Ugly (And Interesting)

Researched by **Shep Hyken**
and sponsored by **RingCentral**



34% of customers admit to yelling at a customer service agent.

21% of customers admit to cussing at a customer service agent.



35% of customers have hung up on a customer support agent.

79% of customers have called customer support, received an automated menu system, repeatedly screamed "Agent" or "Representative," and eventually hung up out of frustration.



41% would be more interested in dating someone if they delivered an excellent customer service experience.

51% of customers would rather have dinner with in-laws than call customer support.

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