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when you are actively typing in a chat the contact sees a typing indicator these moving dots also appear for a few seconds after you copy and paste text into the response field they do not appear

with that in mind here are 10 common mistakes brands make and how to fix bad cx 1 not meeting customers where they are the challenge 83 of customers expect to talk to a rep immediately

by utilizing cx call notes businesses can gain precise insights into the issues affecting their customers this approach allows teams to track interactions systematically ensuring they address each matter

jan 8 2025 get practical solutions to 7 cx obstacles and see how to create seamless efficient and trusted customer interactions

apr 17 2024 poor csat scores frustrated emails and worst of all churn can all be signs of poor customer experience some problems are simple and can be solved with simple solutions for

jul 28 2025 is this a recurring problem or is it the first time you ve encountered it it s helpful to know if it s a one off or a frequent issue if it has happened before you can find out how it got resolved last

as one employee struggled to help a customer with a presumably difficult situation i observed that there were four other employees nearby in pairs having conversations with each other instead of observing

here are some of the cx strategies i use to improve someone s day hopefully make them smile and let them know we re here to help by remaining calm you can convince a customer to be calm for

apr 18 2025 learn 5 common live chat implementation mistakes and how to fix them to boost customer satisfaction speed and support quality

to help you avoid these pitfalls we explore the crucial things you need to know first what cx is why cx matters and how cx technology fits into the equation for cx success

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