

# Automate Customer Service in 9 Easy Steps



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

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

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

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

**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.

# Easy Method To Automate Customer Service With AI For Small Business Owners BATCH82 2379

**Shasha Hu**



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