

helpshift

2018 CUSTOMER SUCCESS TOOLKIT



Welcome to the 2018 Customer Success Toolkit from Helpshift!

You're here, which means you've already taken the first step towards empowering your customer service team to succeed this coming year.

Whether you're starting from the ground up or giving your customer support strategy a face lift, this toolkit will give you the resources necessary for running an efficient, successful, scalable, competitive support team without breaking the bank.

This toolkit is designed to assist customer support teams at any and every stage of development. Whether you have live chat capabilities or are just getting your self-service off the ground, you can always improve. As technologies evolve and consumer expectations become more and more demanding, even the best customer support teams will find themselves lagging behind if they don't emphasize continual improvement. Use these resources to push your team into the forefront of innovation in the coming year.

Start providing remarkable service today.
Email us at sales@helpshift.com.

Included in the toolkit are these five assets:

01 [A Manager's Guide To Helping Agents Succeed in 2018](#)

Ten tips for managers on how to give agents the tools they need to be successful.

02 [Taking Control of the Customer Conversation](#)

A deck for managers to customize and present to their teams outlining five tips that customer representatives can use to build user loyalty.

03 [How to Implement a Continuing Education Luncheon Series That Drives Employee Engagement](#)

Enable continued learning for your agents with this guide and editable template.

04 [The Customer Service Acronym Cheat Sheet](#)

A handy infographic of customer service (CS!) acronyms to display in the office.

05 [Where Have All The Good Agents Gone? How to Find, Attract, and Retain Top Customer Service Talent](#)

A step-by-step guide with a job posting template for attracting the best-in-class customer service talent.

