



Is your customer
support team ready
for **Black Friday**?

Black Friday Guide Customer Service

N Noddings



Black Friday Guide Customer Service:

2024 Holiday Customer Service Blueprint Jelisaveta Sapardić, 2024-08-20 Did you know that customer service requests can increase by 65% during Black Friday and Cyber Monday compared to a typical day? This staggering surge can overwhelm even the most prepared customer support teams as they struggle to manage a flood of repetitive questions, keep response times low, and maintain high levels of customer satisfaction all at the same time. However, this surge also presents a critical opportunity to boost revenue and acquire new customers, with over 87% of consumers shopping during Black Friday and 61 million people globally purchasing from Shopify-powered brands. Drawing from our experience supporting over 300,000 businesses worldwide, we understand the importance of a seamless customer experience, especially for e-commerce companies and SMBs. We've developed strategies that help businesses overcome customer service challenges during peak shopping times. In this ebook, we'll share practical tips and insights from industry experts to help you manage customer demands during these critical periods. Learn how to navigate and thrive during the busiest seasons with our proven advice.

The Immersive Metaverse Playbook for Business Leaders Irena Cronin, Robert Scoble, 2023-11-30 Discover what the metaverse can do for your business by exploring AR and VR core support technologies and use cases while developing an understanding of its benefits, dangers, and future. Key Features: Understand the metaverse and learn how augmented reality and virtual reality are integral to it. Get a solid understanding of core metaverse technologies. Become a metaverse business thought leader by learning from real-world use cases. Purchase of the print or Kindle book includes a free PDF eBook. Book Description: The metaverse has become a widely known term within a very short time span. *The Immersive Metaverse Playbook for Business Leaders* explicitly explains what it really refers to and shows you how to plot your business road map using the metaverse. This book helps you understand the concept of the metaverse along with the implementation of generative AI in it. You'll not only get to grips with the underlying concepts but also take a closer look at key technologies that power the metaverse, enabling you to plan your business road map. The chapters include use cases on social interaction, work, entertainment, art, and shopping to help you make better decisions when it comes to metaverse product and service development. You'll also explore the overall societal benefits and dangers related to issues such as privacy encroachment, technology addiction, and sluggishness. The concluding chapters discuss the future of AR and VR roles in the metaverse and the metaverse as a whole to enable you to make long-term business plans. By the end of this book, you'll be able to successfully invest, build, and market metaverse products and services that set you apart as a progressive technology leader. What you will learn: Get to grips with the concept of the metaverse, its origin, and its present state. Understand how AR and VR strategically fit into the metaverse. Delve into core technologies that power the metaverse. Dig into use cases that enable finer strategic decision making. Understand the benefits and possible dangers of the metaverse. Plan further ahead by understanding the future of the metaverse. Who this book is for: If you are a C-suite technology and business executive, this

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