☺ Helppier

4 STEPS TO ANSWER CUSTOMER TICKETS IN TIMES OF REMOTE WORK

Companies are having a hard time moving to remote work, as productivity levels start to go down and customers can't keep up with new online processes. Here are some suggestions on using Helppier to effectively answer customer tickets and reduce the workload of your remote teams:

STEP 1

Create in-product messages to inform customers about a new schedule or policy update

Using tools like Helppier, you can easily create popup messages and tooltips on top of your website to notify, alert and inform users about changes in your business or even your server status.

STEP 2

Answer phone calls, emails or chatbot with preset automated messages

CRM tools allow you to create automated flows to reply to chat messages and emails. With Helppier you can redirect users to an interactive user guide on your website, including a specific link in these automated messages.

STEP 3

Use video to push social media channels and explain complex procedures to customers

Users watch an average of 16 hours of online video per week. With Helppier you can easily record product tours and export as video files to share on social media, upload to support channels like Zendesk or video platforms like Youtube and Vimeo.

STEP 4

Centralize important information to accelerate response time to customers online
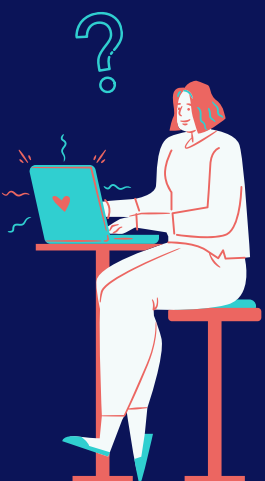
Another challenge that comes with remote work is managing and sharing internal information. Using Helppier, you're able to centralize all your information in an online portal, reducing the time your employees spend looking for resources when replying to customers online.