

# Yantrambpo-Customer Care Services India

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## Customer Care Services

Customer Care Service (also known as Client Service) is the provision of service to customers before, during and after a purchase.

Or

Customer care is a customer service that seeks to acquire new customers, provide superior customer satisfaction, and build customer loyalty.

{bot\_wrgoogle}Its importance varies by product, industry and customer. As an example, an expert customer might require less pre-purchase service (i.e., advice) than a novice. In many cases, customer service is more important if the purchase relates to a "service" as opposed to a "product".

Offshore Outsourcing Customer Care service may be provided by a person (e.g., sales and service representative), or by automated means called self-service. Examples of self service are Internet sites.

With the deregulation of telecommunications services, consumers now have more choice in selecting a service provider. When ordering a new service or maintaining an existing service, consumers must take into account the following three key factors: the quality of the service, the price of the service, and the customer service of the service provider. The first two factors are relatively objective and usually easy to control. Customer service dissatisfaction is the most important key factor when a consumer decides to change service providers.

A customer care system is a customer service system that helps telecommunications service providers acquire and retain loyal customers. The customer care system provides many means for service providers to achieve these goals with the help of technology.

Customer care includes tech support, billing inquiries, shipping statuses to good old-fashioned feedback methods. Web users, especially those who pay money for a service online, often require tech support, and they want it fast. Customers who order products need to be able to track their goodies as they progress along the delivery route, and some just like to provide feedback to the company or service from which they made their ordered. Customer care can literally make or break your business's online endeavors.

Source By

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