



The Art of
Customer Service

52% Individuals who have a bad customer service experience tell a friend, family member or peer.

Individuals who opt to not make a purchase due to bad customer service. **78%**


76% Individuals who buy more from a brand simply because of exceptional customer service.

Customers who admit they dislike being on hold for even one minute. **60%**



For every customer complaint there are 26 other unhappy customers who have remained silent.

A 5% increase in customer retention can increase a company's profitability by 75%. **5 = 75**

70% Number of buying experiences that are based on how the customers feel they are being treated. 

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