



Customer Service Correspondence: (\$1000-\$1800 Per Month)

○ INCLUDES

- Reply to common customer service questions online (Website via Contact Form Inquiries, LiveChat & Etc)
- Handle customer complaints
- Issue refunds where applicable
- Proactively reach out to customers to check for satisfaction with client's product or service
- Report back to client about the common complaints with the product or service
- Spot patterns in customer dissatisfaction and report them back to the client

**At this time CSC will be via written communication only. This allows Client to have documented proof of the lines of communication regarding services/business dealings!