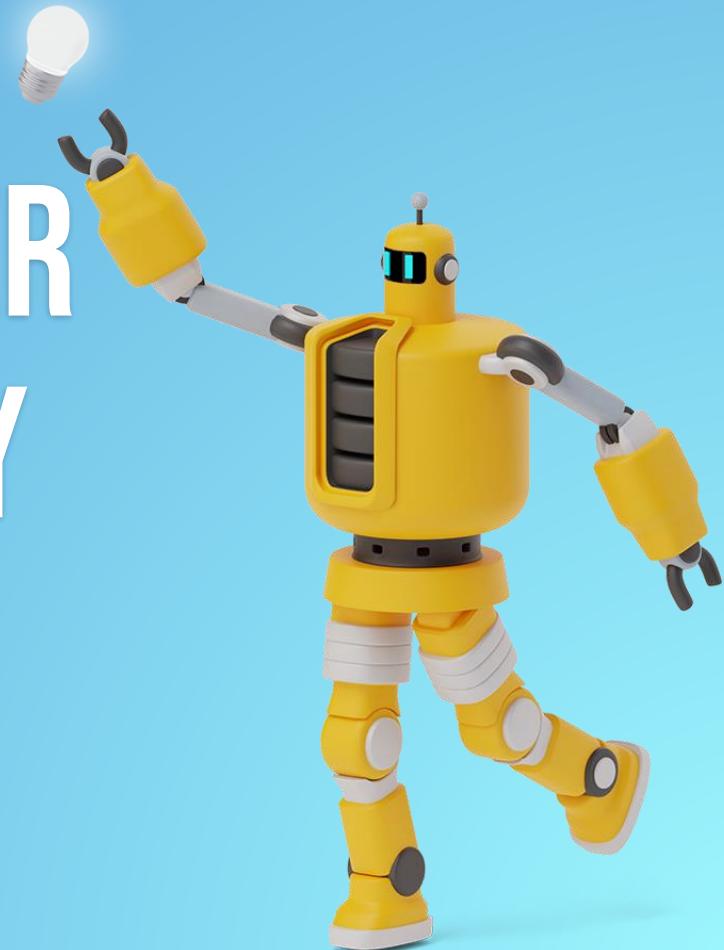


ONLINE CUSTOMER SERVICE AS A KEY ELEMENT



EVITA BRILTE
EUROFORTIS, LATVIA



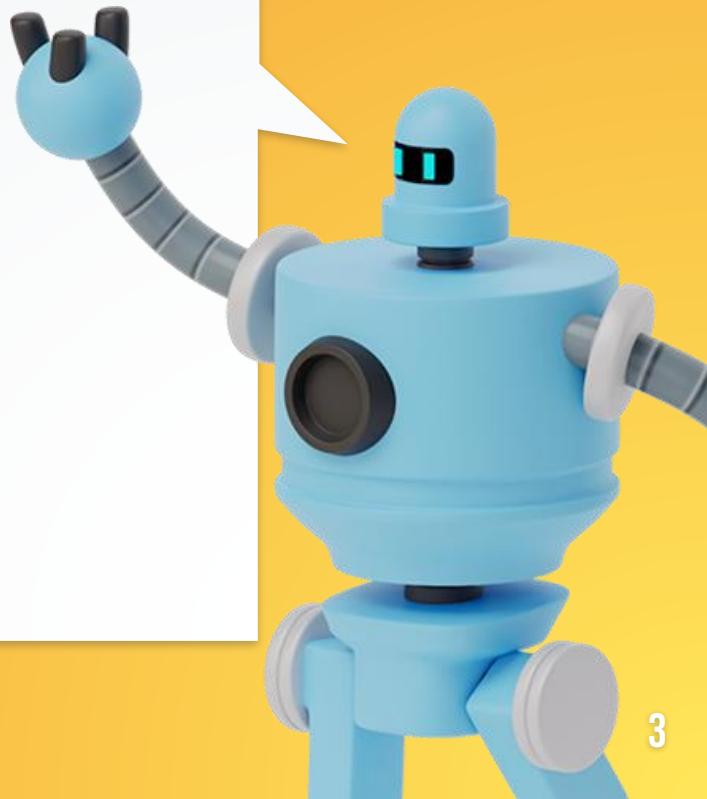
HELLO!



I am **Evita Brilte**

I am a millennial and represent instant messaging generation

*“ 75% of millennials would
rather text than talk”.*





Uber

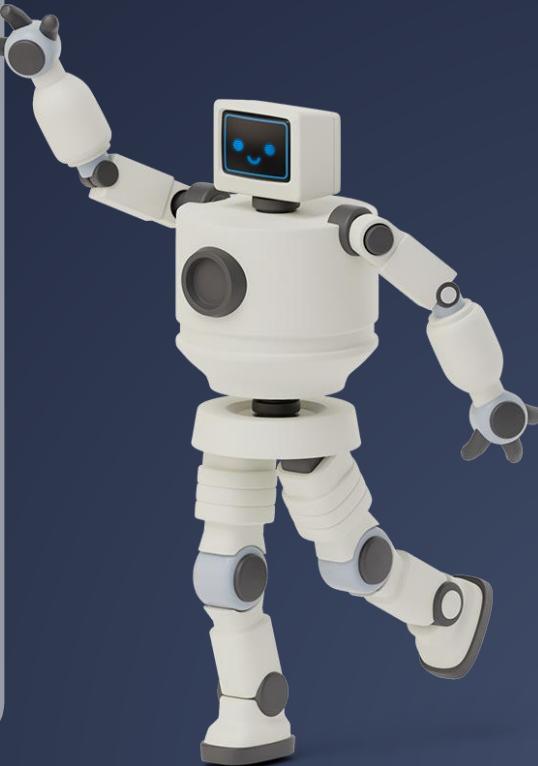
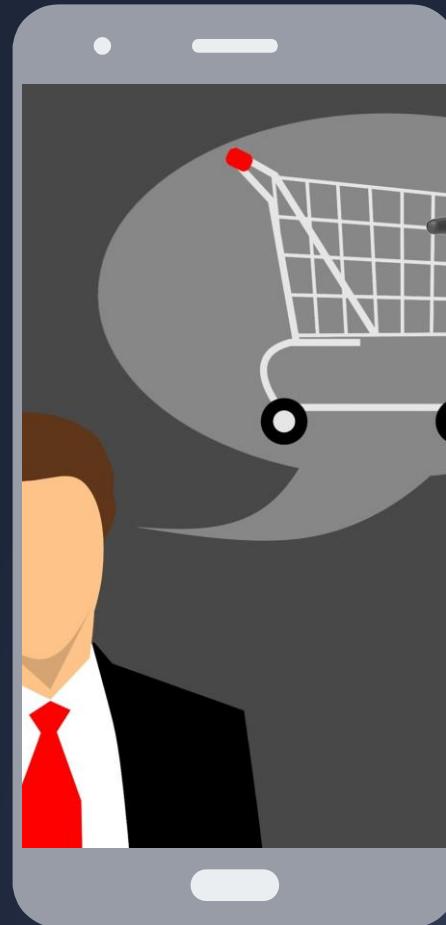


A photograph of laboratory glassware against a white background. In the center is a Erlenmeyer flask containing a bright orange-red liquid. To the left, a green glass bottle with a green liquid is tilted, pouring some of its contents into a small, clear triangular glass piece. To the right, a hand holds a test tube containing blue liquid, positioned above another test tube which is empty.

**CHANGE IN LIFESTYLES AND
HABITS..**

MOBILE AS A DEAL BREAKER

- Restaurant reservation
- Food delivery
- Black Friday purchase
- E-commerce purchase



EVEN WHEN....

You have a website, FAQ,
Facebook Shop, Instagram Shop,
Youtube tutorials

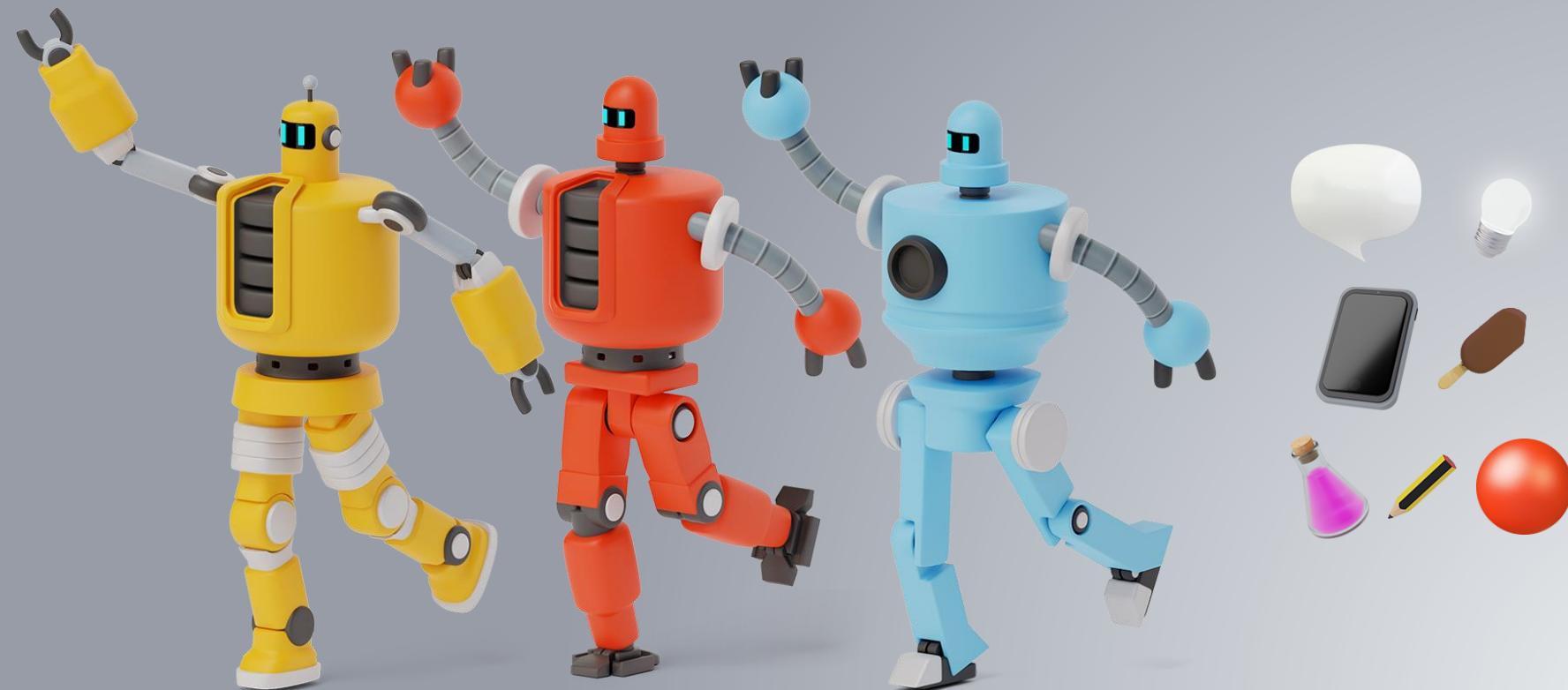


DM?

Direct message

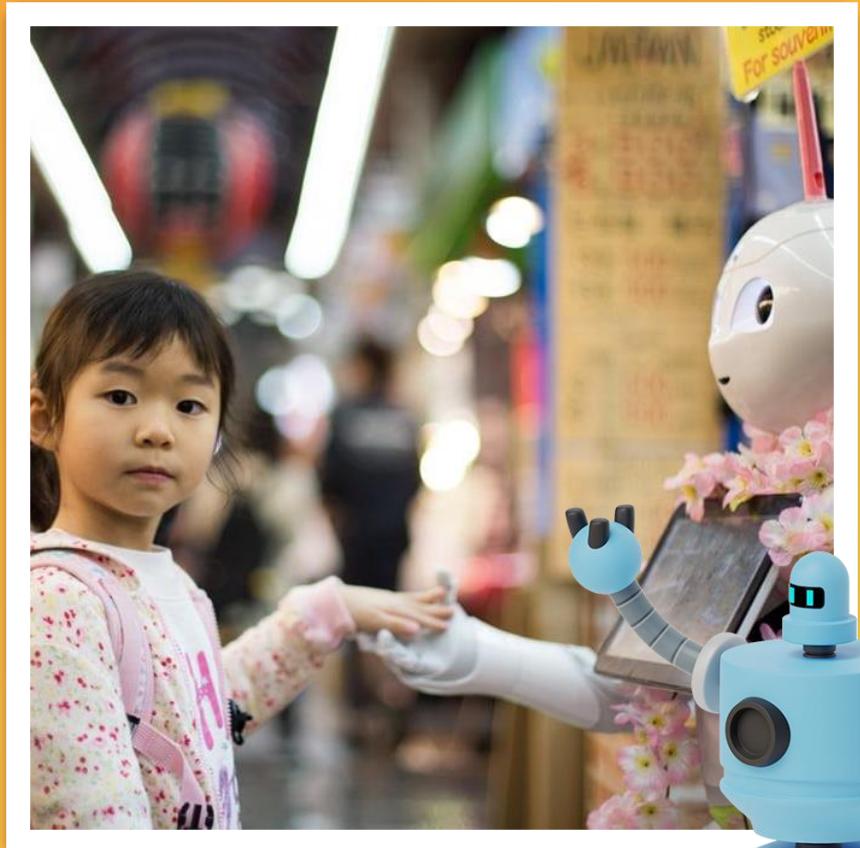


CHATBOTS AND AUTOMATIC ANSWERS?

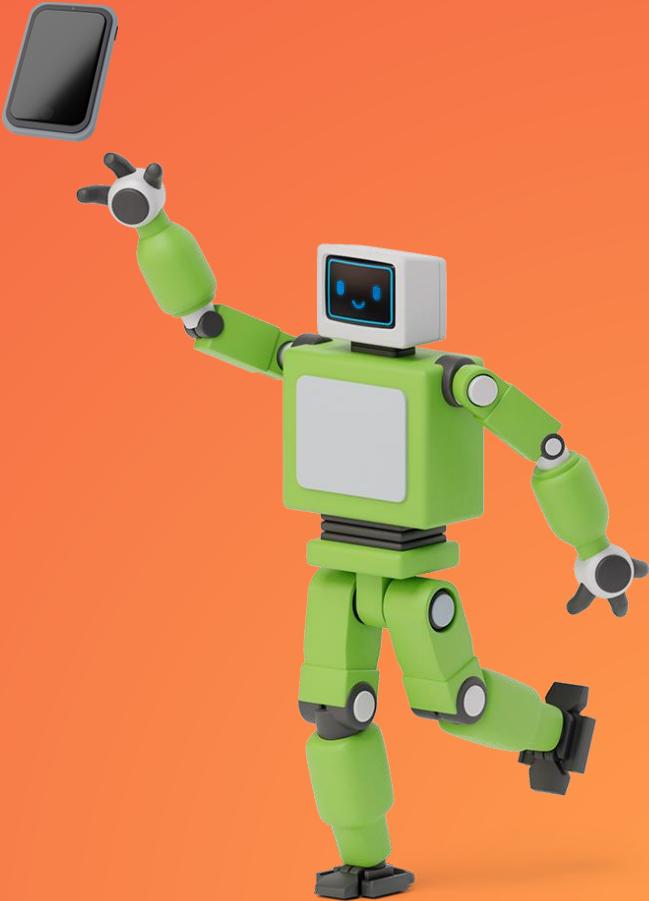


REAL PERSON CUSTOMER SERVICE MATTERS

I want to ask you my
question!



**CUSTOMER WANTS TO KNOW, THAT
YOU CARE**



HIRE CUSTOMER SUPPORT

