CUSTOMERS PRIORITIZE A BRAND THAT CARES ABOUT THEIR CONCERNS AND TAKES SWIFT ACTIONS TO RESOLVE THEM.

AS A CUSTOMER SERVICE REPRESENTATIVE, I HELP BRANDS BUILD THAT FRIENDLY ENVIRONMENT WHERE CUSTOMERS CAN BE EASILY RETAINED.

Kindly Click To View My Work Samples

My Skills and Services

Payment Processing.
Customer Engagement.
Inbound Inquiry.
Call Logging.
Customer Service.
Phone Support.
Active Listening.
E-commerce Support.
Online Chat Support.
Email Support.

Team Management.
Product Onboarding.
Troubleshooting.
Order Processing.
Complaint Management.
Customer Relationship Management.
Customer Feedback Documentation.
Call Center Management.
Customer Care.
Order Tracking.

Creating a Customer's Ticket On HubSpot

Pipeline

Support Pipeline

Priority

Low

Record ID

2529201600

Record source

CRM UI

Record source detail 1

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Record source detail 2

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Record source detail 3

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Resolution

Source

Phone

Ticket ID

2529201600

Ticket description

Details

Ticket creation for Miss Sandra, who called to complain about being debited for the payment of goods but not given a payment ID.

The payment has not reflected on the company's payment portal; therefore, a payment ID cannot be generated for her.

See more

Ticket name

PAYMENT ID NOT SHOWING

Ticket owner

okekehilda@gmail.com

Ticket status

New

Creating an Online Chat Support Welcome Message On Intercom

Reply type

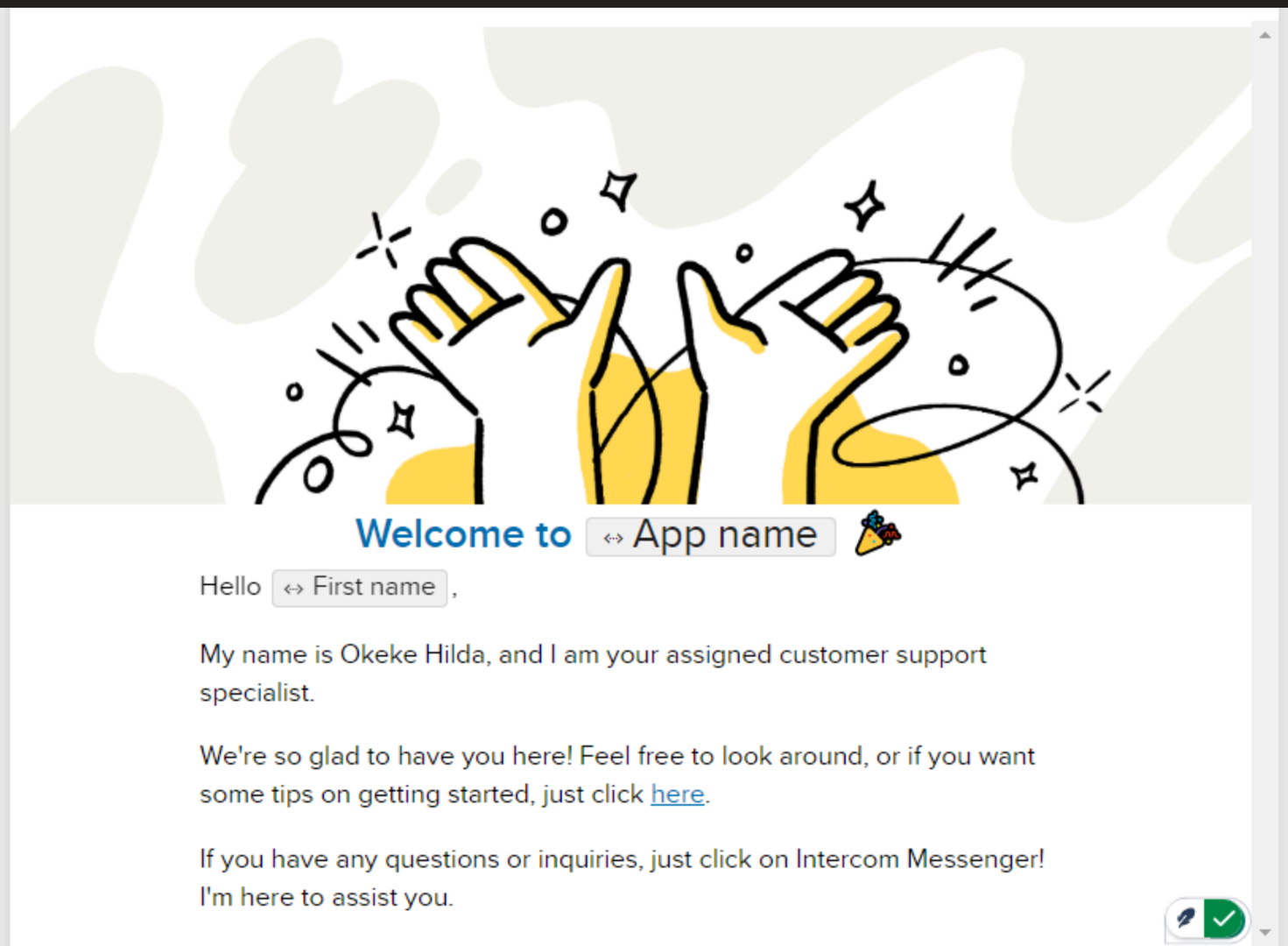
- Text
- Reaction
- None

Sent as

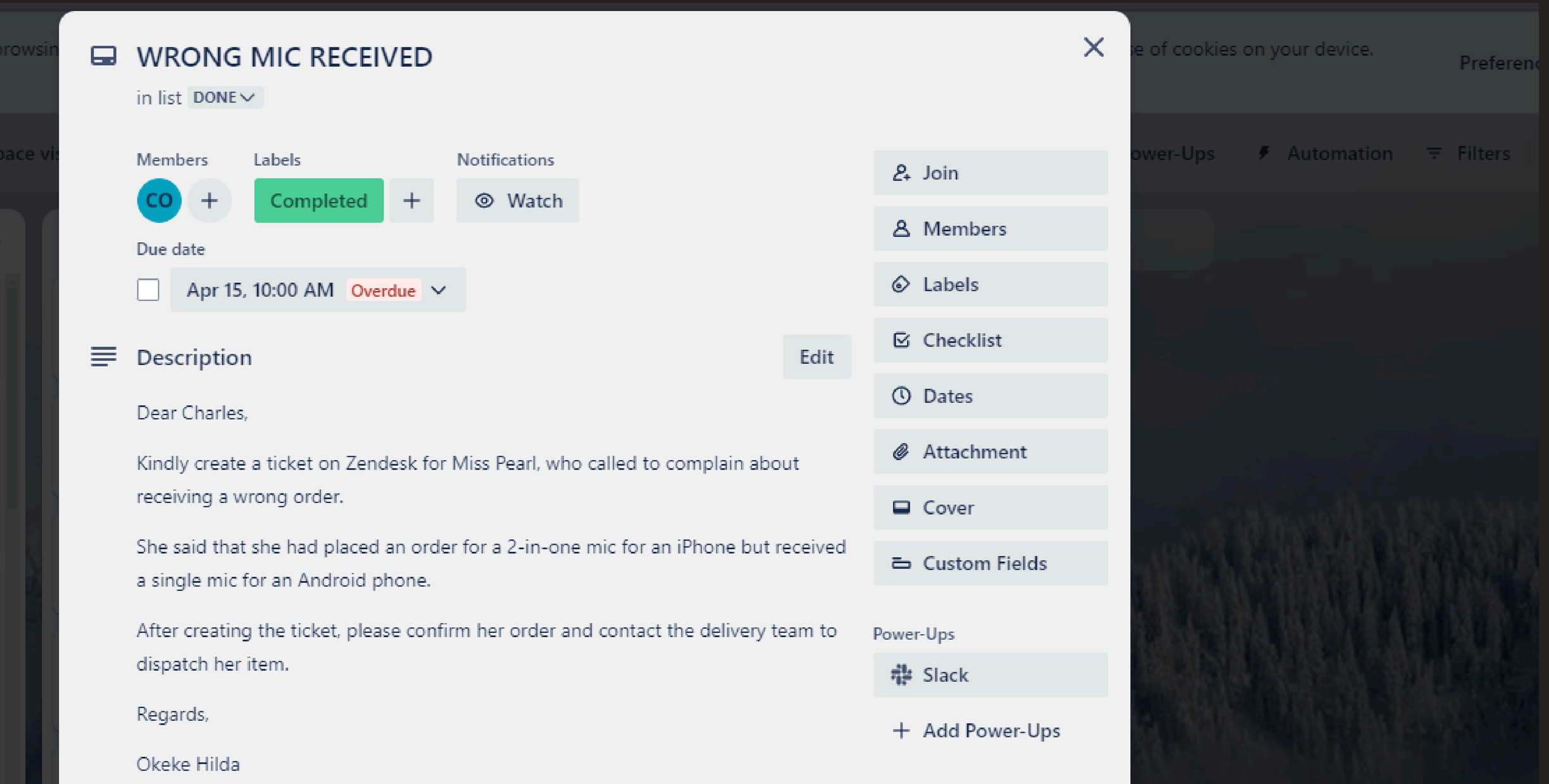
- Badge
- Snippet
- Show the full message

Show first on

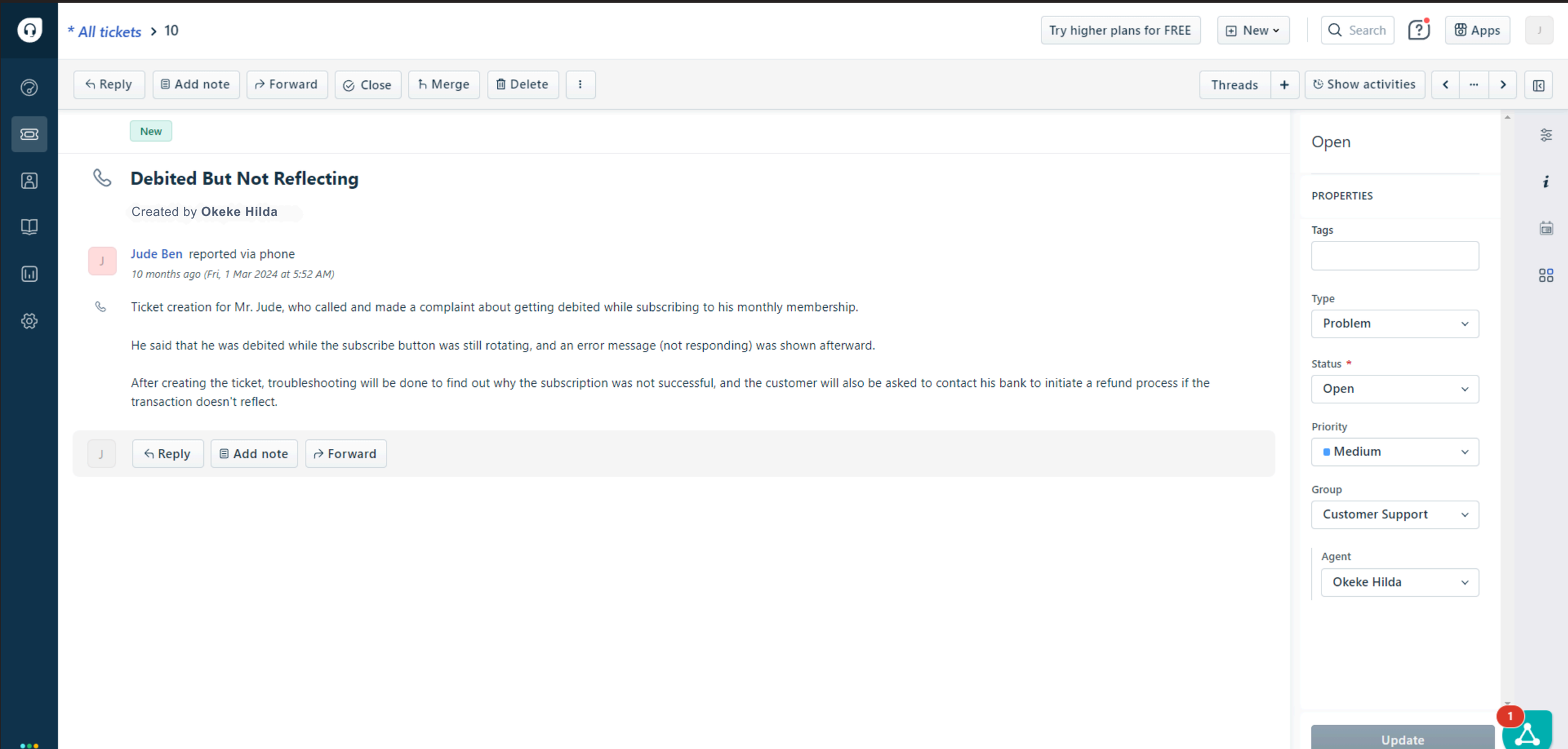
Web



Assigning a Customer’s Ticket Creation Task To a Team Member via Trello



Creating a Customer's Ticket On Freshdesk



Responding to a Customer’s Complaint via Email on HubSpot

Dear Daniel,

Thank you for contacting us at Dankurr Ltd.!

We have logged your complaint about receiving a different order from what you purchased.

A ticket with ID 19908 has been created for your complaint.

Please send the details of your order in the following order:

1. Full Name.
2. Item(s) purchased.
3. Transaction ID (sent after making a confirmed purchase).
4. Item received.
5. Residential Address.
6. Verified phone number.

We will reach out to you after all the details have been confirmed.

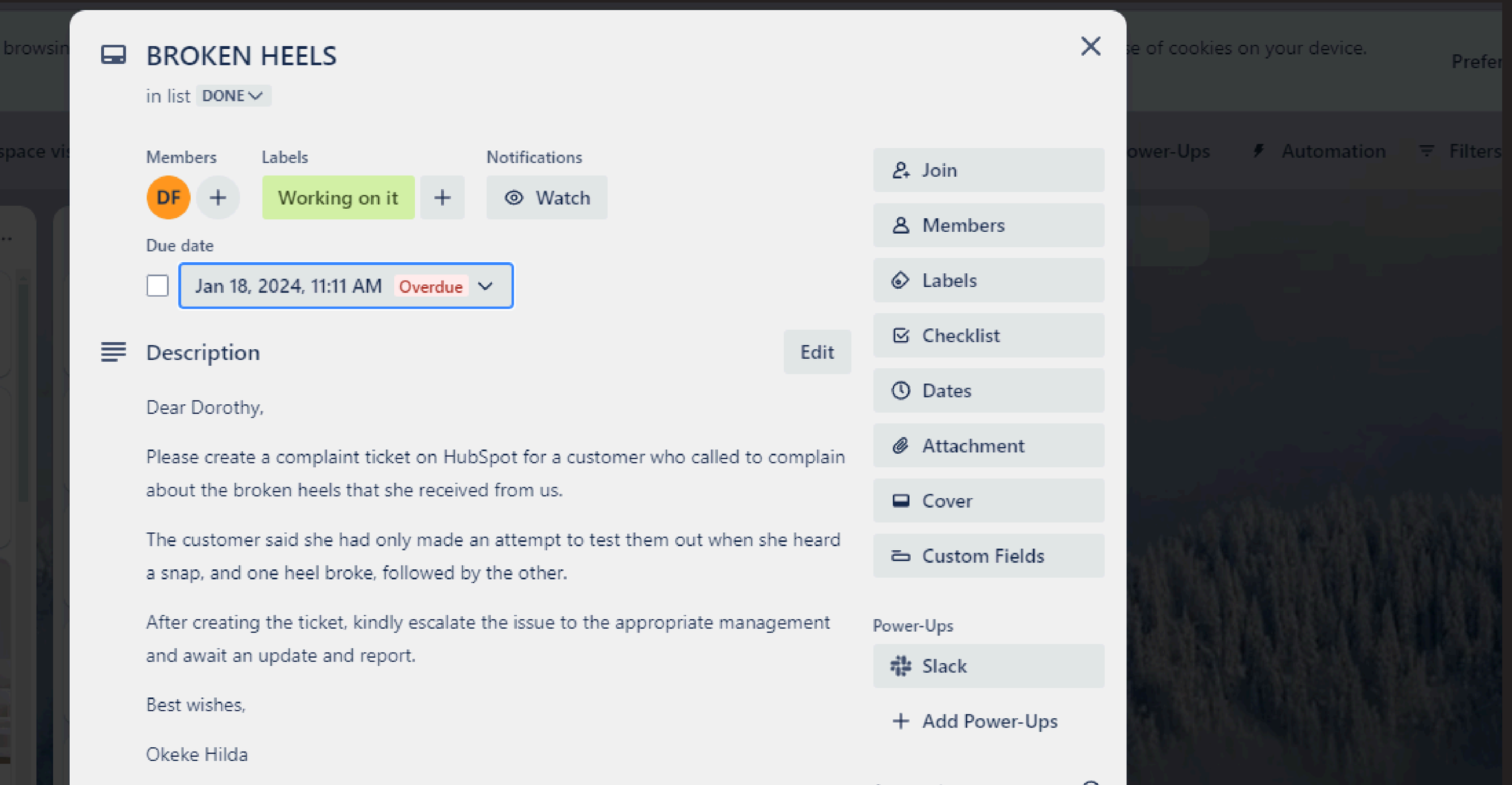
We sincerely apologize for any inconvenience that this may have caused you.

Please feel free to contact us by phone or email whenever it is convenient for you to voice any more concerns, inquiries, or feedback.

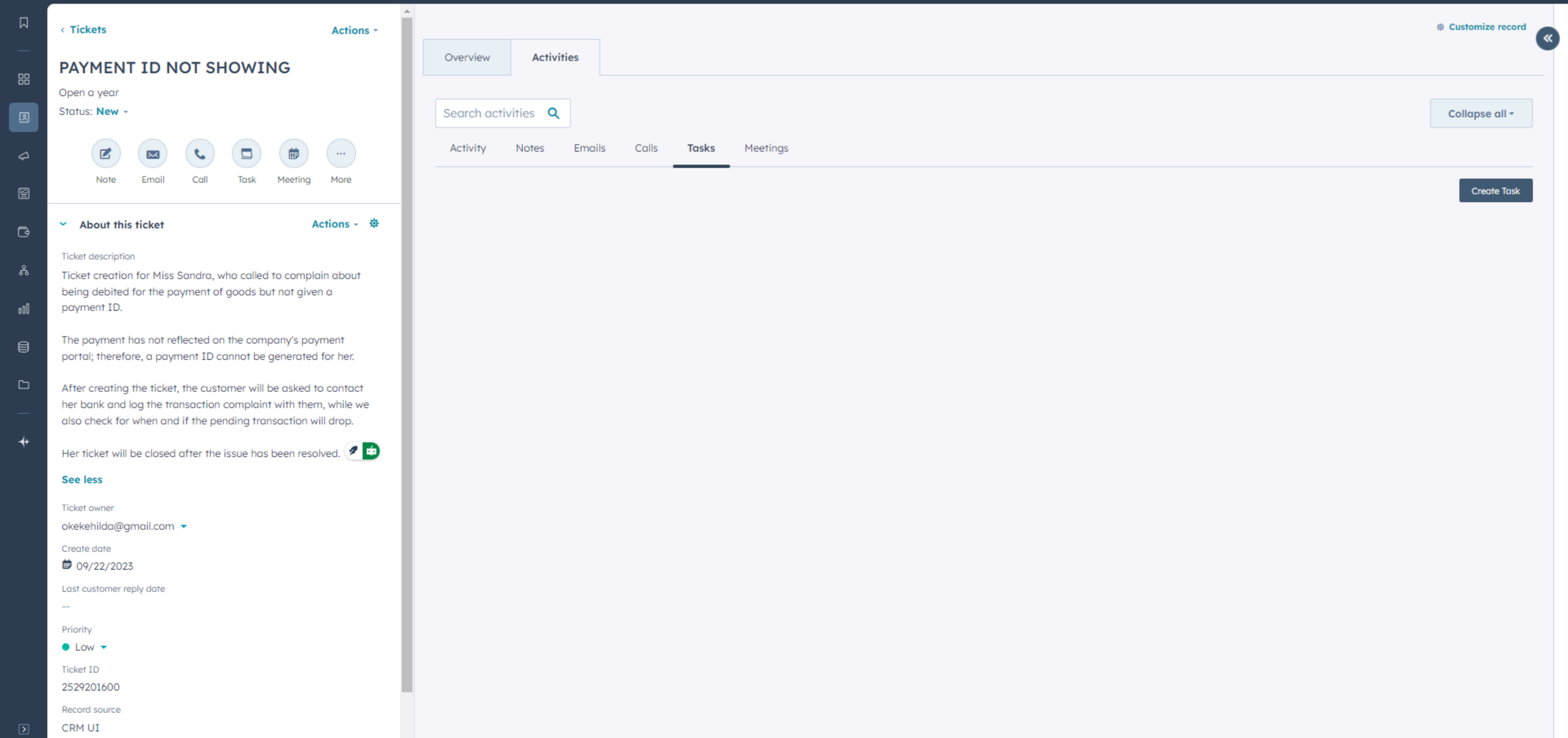
Thank you for your understanding.

Best wishes,
Okeke Hilda
The Dankurr Customer Support Team

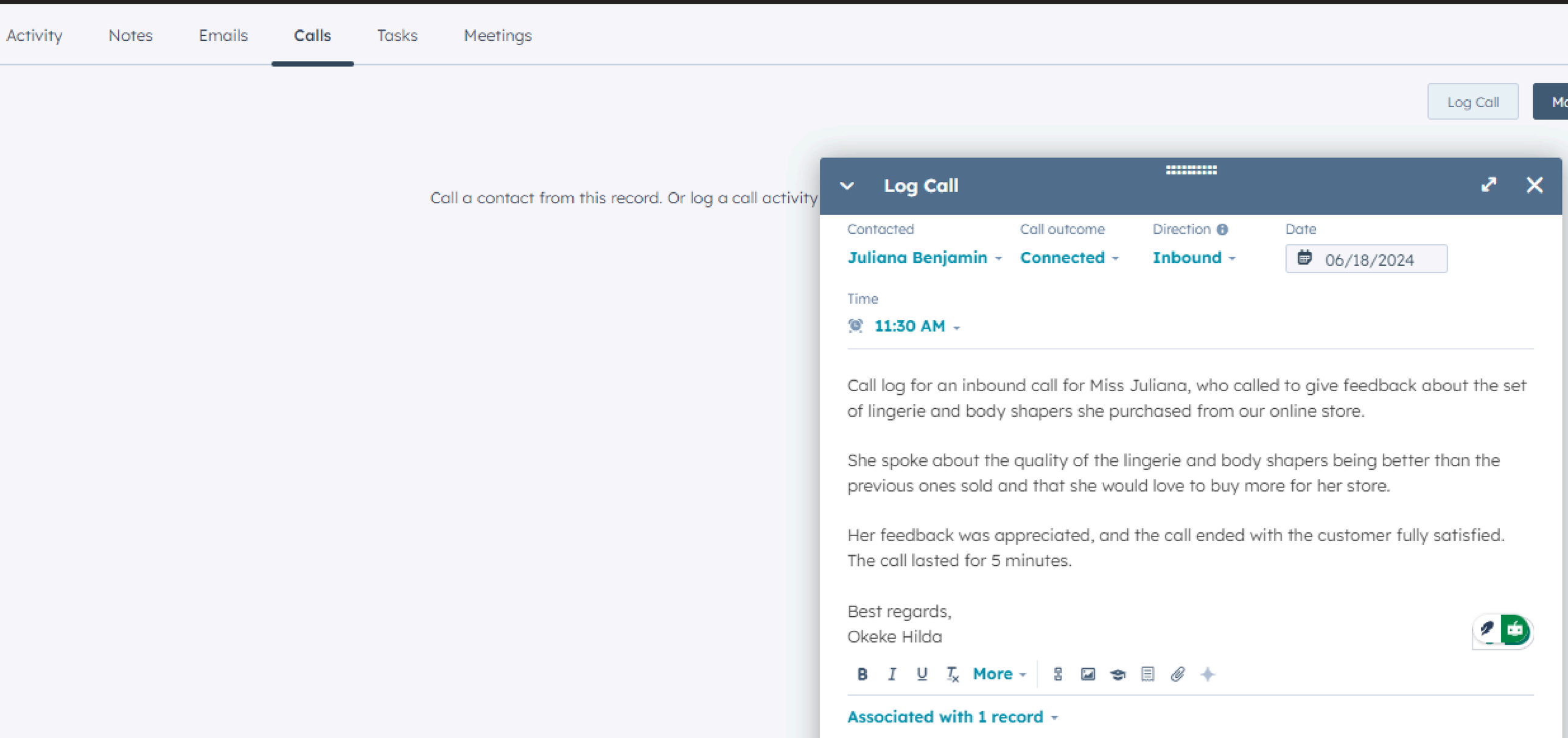
Assigning a Customer's Ticket Creation Task To a Team Member via Trello



Creating a Customer's Ticket On HubSpot



Logging a Customer’s Inbound Call on HubSpot



Here are the Tools I Use

Google Workspace

Freshdesk

Trello

Zendesk

HubSpot

Intercom