

Best Online Customer Service 2018



What we're looking for: The best online customer service in Australia (encompassing chat, email, social and other digital platforms)

Who can enter: Any financial, insurance, telco, shopping or travel provider or brand operating in the Australian market

What are the questions?

INNOVATION (max 300 words)

What new and innovative steps did you take to improve online customer service in the 2017-2018 financial year? (Examples could include new support channels, new technologies to help answer questions, new triage processes.) How do these help customers have issues dealt with more efficiently?

RANGE OF FEATURES (max 300 words)

Describe the approach/process you take to dealing with customer service online, including all the options you offer and the typical response times. What issues does your approach help to solve?

IMPACT/SUCCESS (max 300 words)

Provide evidence for the success of your approach. (Evidence could include improvements in response time, NPS, customer numbers and growth, customer experience surveys or other metrics.)

How to enter

Please email a document (PDF or DOC) answering the above questions and including your company name, contact person, email address and phone number to awards@finder.com

Closing date for entries is 5pm AEST on Friday 6 July 2018. More details and full terms and conditions at <https://www.finder.com.au/finderawards>