



Rude customer service representatives
irritate 75% of shoppers

About

66%



of clients get frustrated when
**repeatedly asked for
the same information**



About **64%**
of consumers get frustrated
**when their
problems fail to be
acknowledged**

Clueless representatives make
70% consumers miserable



Unhelpful representatives make
65% consumers frustrated



A long time on hold
is frustrating for

66%

of consumers



How Customer Service Affects Business

Sebastian Brünink



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