

New Podcast: Master Call Center Customer Service in the Digital Age, with Jim Iyooob

Unleash Customer Service Excellence in the Digital Age with Jim Iyooob, Chief Customer Officer at Etech Global Services.

CHEYENNE, WYOMING, USA, June 1, 2023 /EINPresswire.com/ -- NobelBiz is excited to announce the release of its [latest podcast episode](#), featuring a captivating conversation with Jim Iyooob, Chief Customer Officer at Etech Global Services. In this engaging episode, Jim shares his expertise and insights on mastering call center customer service in the digital age.

FIRST CONTACT: Stories of the Call Center

Master Call Center Customer Service in the Digital Age

EPISODE 4
Season 4

As a leader in customer engagement solutions, Etech Global Services has established a strong reputation for its exceptional contact center services, customer support, sales, and technical support. Jim Iyooob's extensive hands-on experience and strategic vision have made him a true authority in navigating the ever-evolving landscape of customer expectations and loyalty.

“

If you satisfy your customer, that's what protects your business. People will change carriers tomorrow for a brand new phone; there's no loyalty.”

Jim Iyooob

During this enlightening episode from [First Contact: Stories of the Call Center](#) podcast series, Jim delves into the dramatic transformation of customer expectations over the years. He provides valuable insights into the impact of

generational differences on customer loyalty and sheds light on how the rise of personalized experiences is shaping the industry.

One of the key topics discussed is the importance of measuring key performance indicators in a contact center. Jim emphasizes the significance of leveraging data analysis to enhance business operations and customer satisfaction. Listeners gain valuable insights into harnessing the power of data and automation.

The conversation also explores the balance between automation and personalization in customer service, highlighting the importance of maintaining the human touch. Jim addresses the challenges and opportunities presented by remote work, adapting to change, and reinventing coaching strategies.

Navigating the BPO industry, prioritizing service, partnership, and people, as well as reevaluating call center metrics for optimized customer experience, are among the other thought-provoking topics covered in this episode.

Join First Contact Podcast: Stories of the Call Center on this insightful journey as the episode uncovers the secrets to mastering call center customer service in the digital age. This episode is filled with actionable strategies, practical advice, and inspiring ideas for businesses and professionals aiming to stay ahead in the ever-changing world of customer service.

Christian Montes and Jim touched on various other topics like:

Harnessing Data and Automation

Automation and Personalization in Customer Service: Maintaining the Human Touch

Adapting to Change and Embracing Remote Work

Navigating the BPO Industry

Harnessing Data and Reinventing Coaching



nobelbiz[®]
Contact Center Technology

Prioritizing Service, Partnership, and People

Navigating the Changing Landscape of Customer Expectations and Loyalty

NobelBiz is a Contact Center software and voice carrier provider that has grown to serve Contact Centers globally.

Being more an extension of its clients' services rather than a direct vendor, the company combines multiple carrier systems into a single unified network with worldwide backups. NobelBiz also offers advanced [Omnichannel software](#) solutions that handle text (email, webchat, SMS), social media, and voice in a single, easy-to-use interface.

The NobelBiz webinar series aims to deliver monthly information-rich episodes that can teach you how to improve your Contact Center business.

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