



How to Resolve Customer Issues at Lightspeed

1. Make it Easy for Customers to Engage

Provide effortless customer service across any channel at any time.

2. Reduce Case Volume with Self-Service

Encourage customers to help themselves with a self-service catalog, knowledge base, social Q&A, and portal.

3. Monitor for Issues and Create Cases Automatically

Proactively monitor customers' products and services and take action on potential issues and outages.

4. Assign Tasks Across the Enterprise

Connect customer service with engineering, field service, finance, and other teams to drive accountability for resolution.

5. Prevent Future Calls

Fix underlying issues to eliminate calls, drive knowledge base content changes, preemptively notify customers, and act on trends revealed in Performance Analytics.