

## Service Strategy Certificate Sample Paper 3

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This is why it is important to have a strategy to help create and reinforce a service culture. 7 Steps to Developing a Customer Service Strategy 1. Create a Customer Service Vision. The first step in creating a customer service strategy is communicating the customer service vision to employees.

7 Steps To Creating A Customer Service Strategy – The ...

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Figure 1 – Building blocks of a high-performance service strategy. IT Service providers should meet objectives defined by their customers' business outcomes within system constraints. This, of course, implies that there will be some tradeoffs involved in terms of which services you offer, which markets you serve, and your ability to outperform competitors.

ITIL Strategy Plan: What is its purpose in Service Strategy?

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