

ATENCIÓN AL CLIENTE POR MEDIOS TECNOLÓGICOS

Los medios tecnológicos se clasifican en: Audiovisuales, Tecnológicos y los TIC. Hacen referencia a CD, computadoras, chats, televisores, correos, etc.

Canales de Atención al Cliente: son tecnologías que facilitan la atención y comodidad del cliente, algunos son: Las redes sociales, mensajería instantánea (Whatsapp), Chats Bots, Teléfonos, Emails.

En el manual de funciones encontramos: Funciones Básicas, Identificación del cargo y Requisitos.

El manual de funciones es una guía de orientación para realizar rutinas y labores cotidianas.

El manual de procedimiento es una guía que apoya las labores cotidianas de una empresa.

La organización es una asociación de personas que tiene el fin de lograr determinadas metas.

Tipos de organización: Las más relevantes son:

- Según la estructura: formales o informales.
- Según su localización.
- Según su tamaño.
- Según su propiedad.
- Según su fin.



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DP Hallahan



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