Post course resources - Customer service: Telephone and digital interactions

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Checklist - https://www.mycustomer.com/service/management/back-to-basics-the-good-customer-service-checklist

Article - 5 Ways to Improve your Customer Service - https://www.forbes.com/sites/sundaysteinkirchner/2012/08/22/5-ways-to-improve-your-customer-service/?sh=3adba69d14bc

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