PagerDuty

PagerDuty for Customer Service

In a digital-first or digital-only business model, customer service is paramount for customer satisfaction and retention. They need to provide great customer experiences while proactively communicating with customers and reducing the time spent on cases. This requires building a united front between customer service, IT, and engineering teams to capture customer-impacting events as they happen and proactively push outbound communications to get ahead of customer calls.
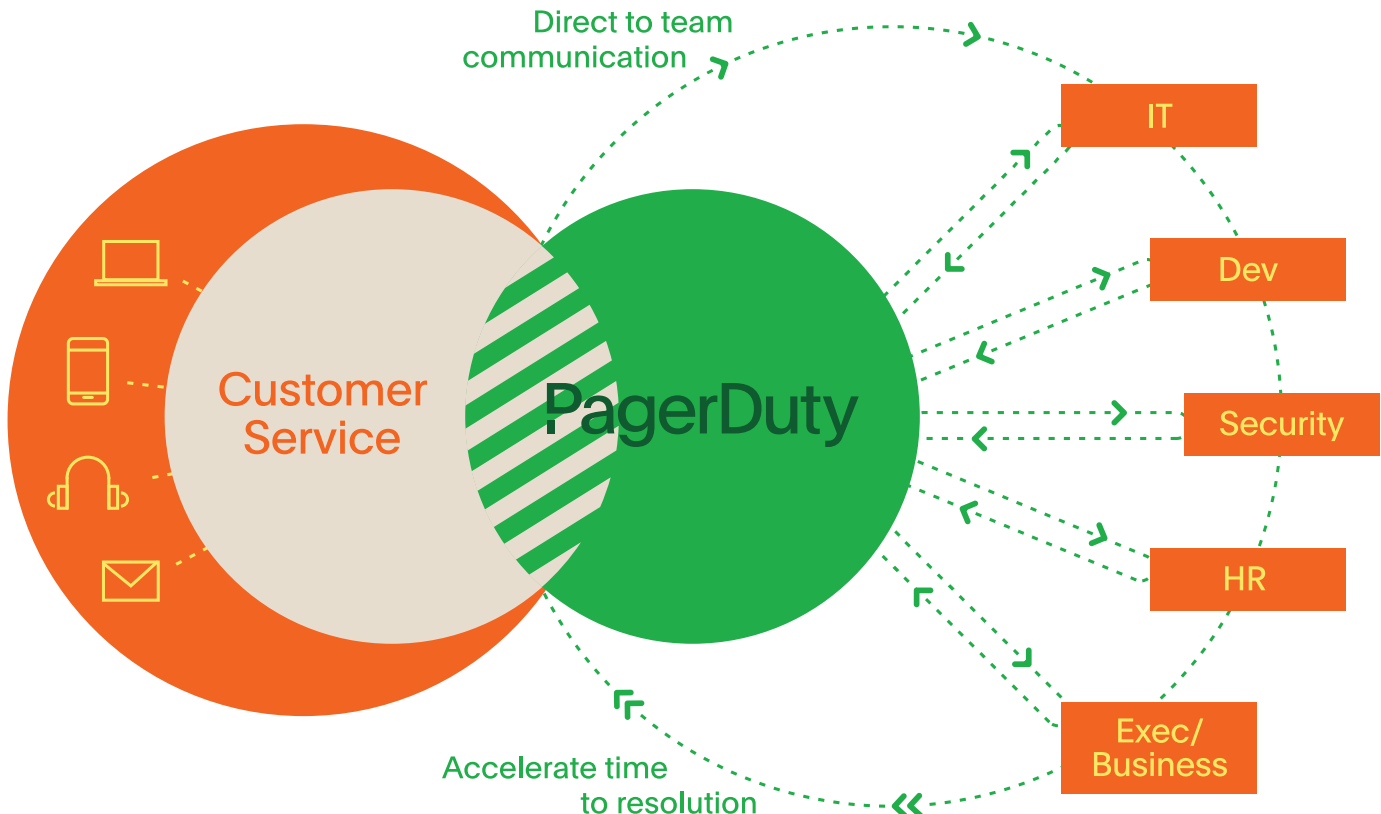
PagerDuty helps organizations deliver great service by leveraging machine learning and historical context so customer service teams can proactively inform customers before they know they have a problem.

By implementing PagerDuty for Customer Service, support managers can empower their teams to deliver amazing service from anywhere around the clock to truly help customers. Teams can:

- Deliver better collaboration across development/operations and CS teams to solve more issues faster
- Enable customer service teams to provide an unprecedented level of service 24/7 from anywhere working on-call vs on-duty
- Empower agents and escalation managers alike to own issue response and resolution end-to-end as "incident commanders" while proactively communicating with customers

PagerDuty for Customer Service empowers collaborative flow of information across teams.

Direct to team communication

Customer Service

PagerDuty

IT

Dev

Security

HR

Exec/ Business

Accelerate time to resolution

PagerDuty

Deliver great service by proactively updating customers.

PagerDuty for Customer Service lets you scale and automate your customer service organization, reduce resolution times, and provide 24/7 support with leaner, remote support staff.

Provide real-time visibility and integrated tool stack for a holistic view to solve customer issues.

- Customer service representatives need access to real-time data relevant context in order to accurately and quickly resolve issues.
- PagerDuty helps reduce the impact on customers by layering monitoring data from technical resources across an organization with data from customer calls and other systems of record—providing a holistic view of an issue to help identify the right solution.
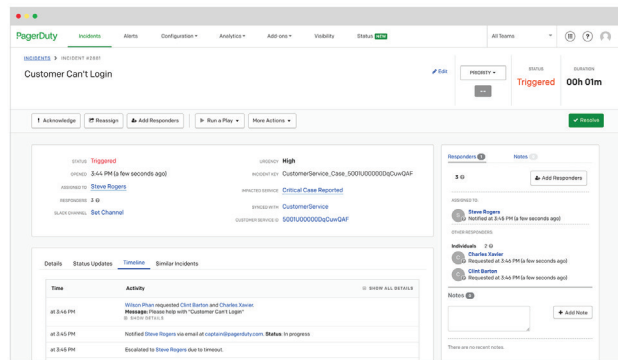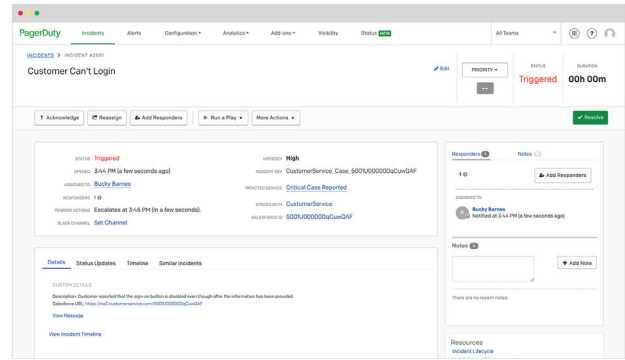

Mobilize the right resources—in real time, every time.

- Today, customers demand immediate action when the services they depend on are impacted.
- Drive loyalty, improve CSAT, and exceed customer SLAs with faster, cross-organizational alignment, collaboration and communication to solve customer issues faster with more transparency.

Be proactive, not reactive.

- In a time when customer and enterprise service expectations have never been higher, you shouldn't be learning about issues from your customers.
- Leverage machine learning to inform customers before they know about a problem, with information on what to expect next, and provide differentiated responses for VIP customers.
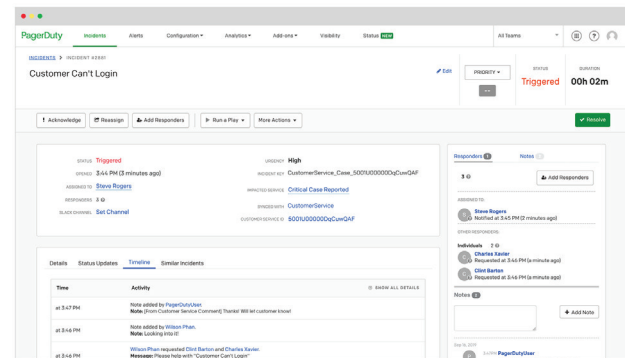
Integration Partner

Get started today with PagerDuty for Customer Service