

Snapchat and Instagram for customer support service

This slide represents the usage of Snapchat and Instagram for customer care services in the organization. It includes brand's engagements on these platforms by covering the total number of videos and snaps, received calls, likes, and comments.

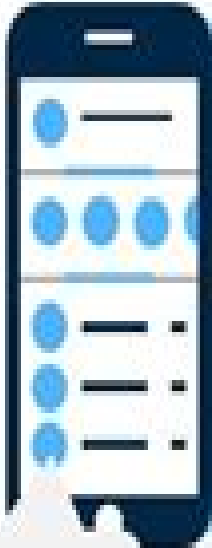
Snapchat



500% more live videos and snaps exploring how a product or service works than in 2021



Over 82% of Americans between the ages of 13 and 34 use Snapchat



ABC 12 hour ago
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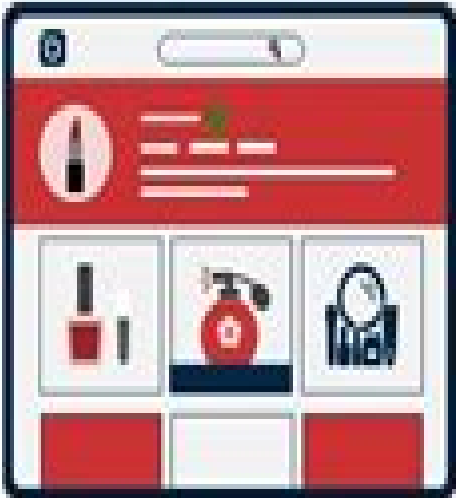
Chat

Upon deploying Snapchat's phone call function in 2019, ABC took 50 calls in less than an hour

- Add your text
- Add your text
- Add your text

Instagram

Brand interaction on Instagram



60x more than on Facebook for each follower

123x more than on Twitter for each follower

Top companies get 210 comments on Instagram on average

- Add your text
- Add your text
- Add your text

Snapchat Compare Customer Service

Chao Zhang



Snapchat Compare Customer Service:

Snapchat vs Facebook Leo Musk, AI, 2025-02-12 Snapchat vs Facebook explores the intense competition between these social media giants particularly in attracting and retaining younger generations The book analyzes their unique features marketing strategies and approaches to user engagement in the ever evolving digital landscape Intriguingly while Facebook leveraged its extensive network for widespread adoption Snapchat carved a niche by prioritizing ephemeral content and privacy forcing both platforms to constantly adapt The book traces the historical development of social media highlighting Facebook's dominance and Snapchat's disruptive innovation It examines how algorithmic changes data privacy concerns and regulatory pressures impact both platforms Through market research industry analyses user surveys and social media analytics the book provides insights into user behavior and platform performance Structured to methodically unpack the argument the book begins by introducing each platform's core features and growth progressing to a comparative analysis of marketing strategies and user demographics It concludes with a discussion of the future of social media considering emerging technologies This book offers valuable insights for marketing professionals and technology enthusiasts alike providing a comprehensive analysis of these influential platforms and their impact on social communication and digital advertising

Snapchat as an innovative service Benyi Heider, Carla Sofia Simões, Caroline Gram, 2017-03-31 Seminar paper from the year 2017 in the subject Business economics Company formation Business Plans grade 1.0 Bocconi University course Innovation in Services language English abstract Throughout the paper theoretical frameworks discussed during the course Innovation in Services at Bocconi University will be applied to describe and analyse the development of Snapchat as an innovative service In the following the characteristics of Snapchat its innovative features and evolution are introduced The paper includes an analysis of the sectoral competitive environment the demand and how it has influenced diffusion of innovation as well as prospects The company Snapchat Inc was founded by Evan Spiegel and co founders Robert Murphy and Reggie Brown in September 2011 Today it delivers the most popular app among teenagers in the United States and was valued by investors at 18 billion In 2016 Snapchat Inc changed its name to Snap Inc The evolution of Snapchat has gone from an instant photo messaging app to becoming a brand network a marketing platform as well as live stream media In short the platform has morphed into combining the best of social networks magazines and television in an omni entertainment app

SNAP Selling Jill Konrath, 2010-05-27 Selling is tougher than ever before Potential customers are under extreme pressure to do more with less money less time and fewer resources and they're wary of anyone who tries to get them to buy or change anything Under such extreme conditions yesterday's sales strategies no longer work No matter how great your offering you face the daunting task of making yourself appear credible relevant and valuable Now internationally recognized sales strategist Jill Konrath shows how to overcome these obstacles to get more appointments speed up decisions and win sales with these short fused frazzled customers Drawing on her years of selling experience as well as the stories of other

successful sellers she offers four SNAP Rules Keep it Simple When you make things easy and clear for your customers they ll change from the status quo Be iNvaluable You have to stand out by being the person your customers can t live without Always Align To be relevant make sure you re in synch with your customers objectives issues and needs Raise Priorities To maintain momentum keep the most important decisions at the forefront of their mind SNAP Selling is an easy to read easy to use guide for any seller in today s increasingly frenzied environment

Current Technologies Employed in e-Commerce Customer Service by Leading Players Dr. V.V.L.N. Sastry,2020-03-25 E commerce customer service technologies adopted by businesses help them present their customers with the information they want quickly take responsibility for their actions communicate specific solutions to customers and maintain their competitive edge Evidently different e commerce customer technologies have different strengths and deficiencies Principally this book zeroes in on the strengths and downsides of the e commerce customer service technologies used by Adidas Standard Bank and Coca Cola currently comparing the technologies critically They use the Salesforce Commerce Cloud Acquire and Get Satisfaction e commerce customer service technologies respectively If a business is required to adopt Get Satisfaction Acquire or Salesforce Commerce Cloud as its e commerce customer technology it should consider each of the options capabilities and deficiencies Get Satisfaction and Salesforce Commerce Cloud unlike Acquire enable businesses build online customer communities Salesforce Commerce Cloud and Acquire unlike Get Satisfaction have analytics capabilities which are rather important to support organizations including businesses that offer customer support Salesforce Commerce Cloud and Acquire unlike Get Satisfaction help businesses offer consistent customer experiences over varied channels one of the most critical differentiating factor for retail businesses presently is shopping experience Acquire and Salesforce Commerce Cloud unlike Get Satisfaction assist businesses in integrating customer data

Artificial Intelligence in Customer Service Jagdish N. Sheth,Varsha Jain,Emmanuel Mogaji,Anupama Ambika,2023-08-17 This edited volume elucidates how artificial intelligence AI can enable customer service to achieve higher customer engagement superior user experiences and increased well being among customers and employees As customer expectations dictate 24 7 availability from service departments and market pressures call for lower costs with higher efficiency businesses have accepted that AI is vital in maintaining customer satisfaction Yet firms face tough challenges in choosing the right tool optimizing integration and striking the appropriate balance between AI systems and human efforts In this context chapters in this book capture the latest advancements in AI enabled customer service through real world examples This volume offers a global perspective on this contemporary issue covering topics such as the use of AI in enhancing customer well being data and technology integration and customer engagement *Federal Register* ,2012-05 *Agriculture, Rural Development, Food and Drug Administration, and Related Agencies Appropriations for 2015* United States. Congress. House. Committee on Appropriations. Subcommittee on Agriculture, Rural Development, Food and Drug Administration, and Related Agencies,2014

Augmented Reality and Virtual Reality M. Claudia tom

Dieck,Timothy H. Jung,Sandra M. C. Loureiro,2021-05-04 This book features the latest research in the area of immersive technologies presented at the 6th International Augmented Reality and Virtual Reality Conference held in online in 2020 Bridging the gap between academia and industry it presents the state of the art in augmented reality AR and virtual reality VR technologies and their applications in various industries such as marketing education health care tourism events fashion entertainment retail and the gaming industry The book is a collection of research papers by prominent AR and VR scholars from around the globe Covering the most significant topics in the field of augmented and virtual reality and providing the latest findings it is of interest to academics and practitioners alike *Supplemental Nutrition Assistance Program* United States. Congress. House. Committee on Agriculture. Subcommittee on Nutrition,United States. Congress. House. Committee on Agriculture,2015 The Ultimate Guide to Snapchat Phil Walton,2021-10-26 The quick and simple insider s guide to Snapchat from Official Lens Creator Phil Walton Phil Walton perhaps best known as the creator of the famed Snapchat Potato lens provides the groundwork for using and understanding the Snapchat app Learn to navigate the Snapchat interface connect with friends use filters and lenses and take an exclusive look at hidden functionalities the average Snapchat user may not know about The Ultimate Guide to Snapchat provides detailed easy to understand guidance for Using pre and post snap creative tools like timeline focus stickers and others Mastering chat functions for private and group conversations Posting private and public stories Activating your Bitmoji avatar Creating your own filters and more The Ultimate Guide to Snapchat is an invaluable how to resource for brand managers new Snapchat users and experienced users seeking to use the app with confidence as Snapchat continues to grow innovate and connect millions of users all over the world Digital Innovation and Entrepreneurship Dick Whittington,Richard Whittington,2018-07-12 Provides a practical introduction to business design and entrepreneurship in the digital economy for non business students **Social Media Marketing All-in-One For Dummies** Jan Zimmerman,Deborah Ng,2017-04-18 The bestselling social media marketing book Marketing your business through social media isn t an option these days it s absolutely imperative In this new edition of the bestselling Social Media Marketing All in One For Dummies you ll get comprehensive expert guidance on how to use the latest social media platforms to promote your business reach customers and thrive in the global marketplace Social media continues to evolve at breakneck speed and with the help of this guide you ll discover how to devise and maintain a successful social media strategy use the latest tactics for reaching your customers and utilize data to make adjustments to future campaigns and activities Plus you ll find out how to apply the marketing savvy you already have to the social media your prospects are using helping you to reach and keep more customers make more sales and boost your bottom line Includes the latest changes to Facebook Twitter Pinterest LinkedIn YouTube and more Offers tips for engaging your community and measuring your efforts Explains how to blend social media with your other online and offline marketing efforts Shows you how to leverage data to learn more about your community Don t get left behind Let this book help you get the most from every minute and

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