Gartner

Deliver a Seamless Customer Experience

Make a powerful impact with Gartner for Customer Service & Support Leaders

Service leaders face more complexity than ever before

Gartner for Customer Service & Support Leaders provides trusted research and insights to help service leaders build effective customer-centric strategies and deliver high-quality service experiences.

Gartner for service leaders
Harness our unique expertise

Diagnose current state of the service function

Benchmarks and diagnostics to keep up with the pace of change:

- Evaluate the effectiveness of your customer service and support function using objective, peer-based performance standards with Gartner Customer Service and Support Score.
- Assess customers' service experience effectiveness across channels with our Effortless Experience Dashboard.
- Benchmark against your peers on common coaching and staffing metrics using our benchmarking portal.

Develop an effective strategy

Peer-powered insights to ensure success in the execution of critical initiatives:

- Build a customer service journey map from the customers' perspective using Ignition Guide to Building a Customer Experience Journey Map.
- Determine the best-fit service channel for customer requests using Gartner frameworks.
- Evaluate technologies that promise channel synchronization, better use of AI, team collaboration and event-centric treatment with Gartner Magic Quadrant for CRM Customer Engagement Center.
- Understand what types of reps are a good fit for your service organization using Gartner research and insights.

Execute and drive change

Expert advice to implement technology initiatives with accuracy and confidence:

- Optimize your digital and self-service channel portfolio to customer needs with guidance from an experienced Gartner research expert.
- Leverage 1:1 discussions with our analysts to strengthen your talent with effective onboarding.
- Learn straight from the your peers in the service industry on how to leverage VoC and other emerging technologies to improve customer experience.

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Ever wondered what's top of mind for leading service and support executives?

Here are some of the key questions we help them address:

1. How should I assess my service function's performance?

2. What organizational structure do I need to best execute my service strategy?

3. How do I select and hire the right people?

4. How can I design an effective quality assurance program?

5. How do I improve customer engagement in new and existing channels?

6. How can I collect and manage VoC data effectively?

The ROI of becoming a client

How service and support leaders are winning with us

The **vice president** of a leading health organization was able to successfully restructure his QA process that has stood the test of time with Gartner's assistance.

The **senior director of client services** at a leading automobile organization saw dramatic improvement in first-contact and same-day resolution rates, and dramatically reduced speed to answer by implementing Gartner's Effortless Experience research.

A leading business school in Australia was able to streamline its hiring process, bringing in more qualified applicants and improving speed to hire.

Here's what your peers are saying:

"Gartner helped us work through a QA process that has stayed with us for more years than any other previous quality system had. So we were very fortunate to find Gartner."

Kevin Babb, Vice President
American Cancer Society

Open a world of unlimited possibilities and growth with Gartner for Customer Service & Support Leaders

Diagnostics and benchmarks

Guides and toolkits

Expert inquiry

Expert research

Case studies and best practices

Peer connection

Live events

Live webinars and online learning events

Document reviews

Learn more at
gartner.com/en/connect/service-support