

Where the Jungle
meets the Cloud

GET IN TOUCH

Website: kokio.co.uk

Email: hello@kokio.co.uk

Instagram: [@Kokio](https://www.instagram.com/Kokio)

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WELCOME TO KOKIO,
THE FORWARD-THINKING
ECOMMERCE AGENCY

KOKIO.CO.UK

CUSTOMER SERVICE

What is it?

At KOKIO, we understand that exceptional customer service is essential to building strong relationships and retaining loyal customers. Our comprehensive customer service solutions are designed to support your business at every stage, from pre-purchase queries to post-sales assistance, ensuring a seamless and satisfying experience for your customers.

7 days a week Customer Support

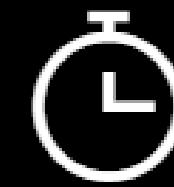
We provide 7 days a week customer support, ensuring that your customers can reach out any day. Whether it's via phone, email, or live chat, our dedicated team is always available to assist with queries, orders, or issues, offering prompt and friendly solutions. We aim to create positive interactions at every touchpoint.

Multi-Channel Support

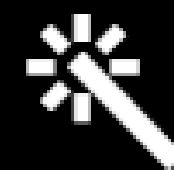
KOKIO's customer service team is equipped to handle inquiries across multiple platforms, including social media, email, and phone. By offering multi-channel support, we make it easy for your customers to get in touch in a way that suits them best, creating a smooth and consistent experience regardless of the channel.



We Offer a Service Specifically Managed By Humans



All Customer Service is Provided Timeously & Inline with Platform SLAs



We Learn your Products and Answer Customer Queries as you



Our Service is customised to your business



No Bots. Just Real Customer Service



We Pick up on Trends to Prevent Issues



We Provide Detailed Reporting

Tailored Solutions

No two businesses are the same, and we understand that your customer service needs are unique. At KOKIO, we offer customisable solutions tailored to the specific requirements of your business and your customers. Whether it's handling specialised inquiries, offering technical support, or managing VIP customer care, we ensure our service reflects your brand values.

Proactive Customer Engagement

At KOKIO, we don't just wait for customers to reach out—we engage proactively. Our proactive customer engagement includes following up on purchases, checking customer satisfaction, and offering helpful information. This approach fosters a positive relationship with your customers, improving retention and loyalty.

Feedback Management

Customer feedback is crucial to improving your business, and KOKIO excels at feedback management. We collect and analyse customer feedback, allowing you to gain insights into what's working well and where improvements can be made. By acting on this feedback, we help you refine your customer service processes, ensuring continuous improvement.

Order Management & Tracking

Our team takes care of order management, ensuring your customers are kept up to date with their purchase progress. From order confirmation emails to real-time tracking updates, we provide all the information customers need, reducing uncertainty and improving customer satisfaction. We handle returns and exchanges with efficiency and professionalism, further enhancing trust in your brand.

Training & Development

Our customer service representatives are highly trained professionals who undergo continuous training and development. This ensures they are always up to date with the latest products, technologies, and service best practices, allowing them to provide the highest level of support.

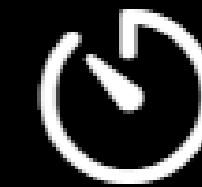
Why Choose KOKIO?

- Personalised Support: We tailor our services to fit your business and customer needs.
- 7 day Availability: Around-the-week support to ensure your customers are always taken care of.
- Multi-Channel Solutions: We engage with customers through their preferred channels.
- Proactive Engagement: We don't just react—we build lasting relationships.



Empathetic Support

Understanding and addressing customer needs



Efficient Resolutions

Quick and effective Problem-solving



Customer Experience

Building trust and satisfaction