WAND Customer Service Taxonomy

Without customers, our businesses would not exist. That is why customer service is so important. But without well-organized information and data, customer service operations become ineffective or nonexistent. Don't currently have a strategy in place for data organization? Have no fear! WAND can help! WAND's Customer Service Taxonomy can help you organize your documents with ease, train your AI with speed, and begin using your company's documents and data more efficiently in no time! As with all our taxonomies, this strong foundation metadata model can be customized to include additional terms related to your specific needs or industry.

This taxonomy contains **584** terms and **700** synonyms.

Top level terms include:

- Channels **(61)**
- Customer Service Metrics **(90)**
- Customer Service Policies **(43)**
- Customer Support **(271)**
- Forms and Letters **(27)**
- Satisfaction **(19)**
- Service Standards **(66)**