

# 2022 Taking Service to the Next Level: Improving Customer Service in A New Era

## September 7, 2022 • STUDIO WEBCAST

**Wednesday Morning, Sep. 7, 2022**

11:40 am 1.00 hr 0.25 hr ethics	<b>Taking Service to the Next Level: Improving Customer Service in A New Era</b>  In the professional services industry, providing quality service to our clients is paramount. We often forget to evaluate our services from our clients' perspectives and upgrade our systems and processes to meet the demands of our clients. Clients are expecting faster, accessible services with a plethora of ways to communicate and interact including online scheduling, texting, and quick responses. To anticipate and meet expectations, lawyers evaluate their existing systems and operations and take actions to improve their customer service. In this new era of the sophisticated, tech-savvy, educated client, learn how to take your customer service to the next level.  Ruby L. Powers, Powers Law Group, P.C. - Houston, TX
12:40 pm	<b>Presentation Concludes</b>