

The Key to Superior Customer Support

A Superior Customer Experience

The basic goal of customer service for a company is to offer support and answers to those who buy or use its products or services throughout all phases of their relationship.

Customer satisfaction, however, goes beyond just meeting needs. At CuraScript SD, our Customer Support team is expertly trained to listen and understand our customer's needs and provide assistance. Our team provides unmatched personalized service to ensure that we exceed expectations.

As a result, CuraScript SD has achieved a Net Promoter Score (NPS) in Customer Satisfaction well above others in the same industry. CuraScript SD currently holds a score of 77 and has maintained an average NPS of 72 since 2013.

Why Personalized Service Matters

Even as the role of customer support continues to evolve, CuraScript SD believes in delivering superior customer support by offering a fully-staffed Customer Support team to

provide timely support to inbound phone, fax, online, EDI and email inquiries.

Customers continue to search for easier ways to find the products and services they need while still expecting businesses to understand their preferences and purchase history. Where other organizations provide general assistance, CuraScript SD is able to deliver specialized customer support for your practice every day.

Why We Care

CuraScript SD's broad range of products, nationwide distribution platform and specialized one-on-one care helps serve our customers better so that they can focus on delivering expert care to their patients. With the care of those patients in mind, we strive for excellence in customer support each and every day.

Did you know?

CuraScript SD carries a Net Promoter Score of 77 in Overall Customer Satisfaction.

Learn More

For more information about our products, practice solutions and to request a quote, click [here](#).

References:

<https://www.salesforce.com/products/service-cloud/what-is-customer-service/>

<https://customer.guru/net-promoter-score/industry/wholesalers-health-care>

<https://curascriptsd.com/Provider-Solutions/specialty-distribution>