

Generational Preferences in Customer Support



Baby Boomers (1946-1964)

Prefer phone and
in-person support

Value direct interaction



Gen X (1965-1980)

Prefer phone support
and email

Extreme brand loyalty



Millennials (1981-1996)

Prefer online
communication

Expect immediate
responses



Gen Z (1997-2012)

Prefer self-service
options

Expect authenticity
from brands

Customerize Melding Generations And Customer Service

Lauren Gardner



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