



Kuaishou E-Commerce upgraded one-stop customer service platform “Kuaiyu (快语)” to enhance user satisfaction and merchant operation efficiency

2024.09.03

Yangzi Evening News : [Kuaishou E-Commerce upgraded one-stop customer service platform “Kuaiyu \(快语\)” to enhance user satisfaction and merchant operation efficiency](#)

On September 3, 2024, the customer service platform of Kuaishou E-Commerce was upgraded to “Kuaiyu Customer Service Workstation”, which allows merchants to efficiently handle the pre-sale and post-sale issues of buyers through “Kuaiyu”, thus further enhancing user satisfaction and merchant operation efficiency. Official data showed that since the beginning of this year, the customer service platform of Kuaishou E-Commerce has served more than 2.8 million merchants and 130 million users in total, respectively. Meanwhile, the customer service reception capacity of merchants has continued to improve, with the “three-minute response rate” of customer service has remained above 85% on average. The “average response time” of customer service was less than 46.8 seconds, while the average “satisfaction rate” of consumers on customer service was above 82%.