

Gartner for Customer Service & Support Leaders

Get actionable, objective insight for you and your team. Gartner for Customer Service & Support Leaders helps you build effective customer-centric strategies and deliver high-quality service experiences.

I want to know more about:



Top 3 Strategic Priorities for Service and Support Leaders

As customer service and support leaders navigate a rapidly changing landscape, new priorities are emerging that demand a **shift from transactional interactions to building long-term customer value**. Explore how organizations are redefining service by focusing on customer success, eliminating friction, and driving outcomes that support business growth.

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Gartner Customer Service & Support Connect Highlights

Explore key takeaways from the 2025 Gartner Customer Service and Support Connect for actionable insights, practical tools and guidance to drive innovation and customer value with AI.

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Insights to drive stronger performance

Choose Your Priority

Research

Cost of Quality: Do's and Don'ts

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Reduce Attrition with The Connected Rep Strategy

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Drive Business Value with a Successful BPO Partnership

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Become a Successful Customer Service Supervisor

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Customer Service Technology Must Prioritize Business Requirements

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Customer Service AI: Hone in on High-ROI Use Cases

Insight

2026 Customer Service Trends and Priorities

Insight

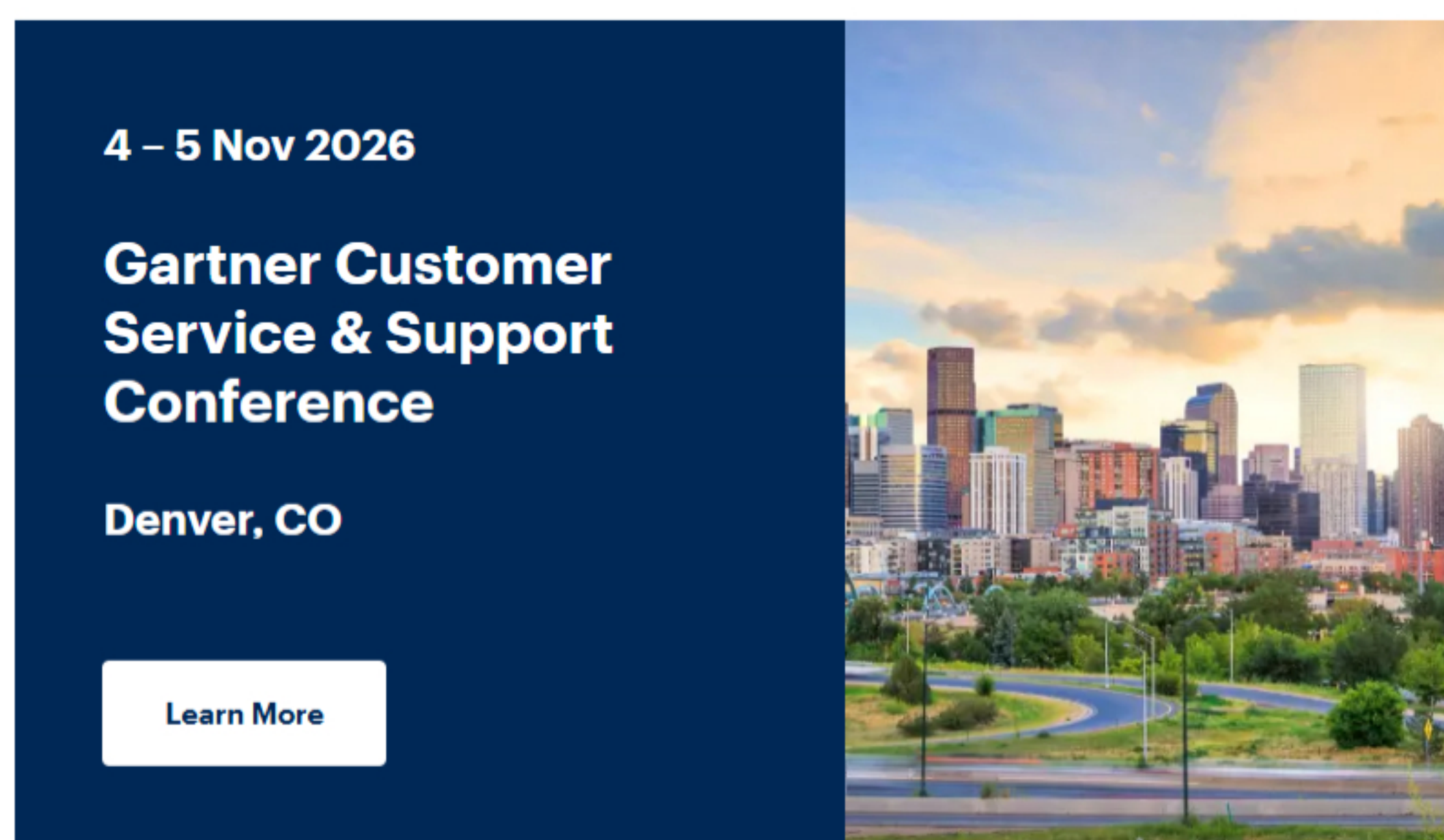
Latest Trends & Insights in Customer Service Technologies

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Join Gartner experts and your peers to accelerate growth

Gather alongside fellow leaders to gain insight on emerging trends, receive one-on-one guidance from Gartner experts and create a strategy to tackle your priorities head-on.



Client Success Stories

See how Gartner helped other companies achieve their customer service and support goals.

[Reduce Cost to Serve](#)

[Transform Hiring Process](#)

[Improve Service Channels](#)

[Empower Customer Service Reps](#)

Reducing Cost to Serve by Improving Customer Loyalty

A senior director of client services turned to Gartner for comprehensive support on improving live service channels and multichannel strategy through tools, expert guidance and research.

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Gartner delivers actionable, objective insight to executives and their teams.



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Get one-on-one guidance from Gartner experts on your mission-critical priorities.



Make confident decisions using our benchmarks and diagnostics.



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Drive stronger performance on your mission-critical priorities.

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