# Some Examples of Great Customer Service Reps from Tech Companies

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We were excited to read about [Len's laundry experience at groovehq.com](https://www.groovehq.com/support/customer-first-impression" \t "_blank). Leaving the everlasting first impression is essential for all companies, but when it comes to tech companies, we have an impression that customer service reps can't do a lot. We  tend to think that the software/technology should be great, it's all about the interface, tech, delivery, everything, not about reps. So I decided to search for some amazing customer service reps in It/Tech industry. Customer service reps can do a lot, and here is how. These companies have hired some great people to deal with customers and we should learn from them.

1. [Amazon always had a great customer service](http://www.parature.com/amazon-customer-experience/" \t "_blank), this time is not an exception:[screenshot-www.reddit.com 2016-01-25 16-04-28](https://www.kpi.com/wp-content/uploads/2017/08/dcc784837f23c4b0da96ba4b77d71b83.png" \t "_blank)

2. Great customer service example from AT&T [screenshot-www.reddit.com 2016-01-25 16-07-03](https://www.kpi.com/wp-content/uploads/2017/08/091a9680f06589faea78a7ada08e41a5.png" \t "_blank)3. Buffer is also a great company that values customers. [Buffer's cofounder Leo Widrich responded with a real help to a user's critique.](http://www.bitrebels.com/social/buffer-customer-service-experience/" \t "_blank)  4. Dreamhost even goes beyond offering totally free accounts for [non-profit companies](http://wiki.dreamhost.com/Non-profit_Discount" \t "_blank). The company treats all issues/requests from non-profit companies as paid ones. 5. My favorite one is Rackspace. It is a company which has hired really great people for serving customers. During a troubleshooting call, the customer said that he was very hungry. [The rep from Rackspace ordered him a free pizza during the call](http://blog.rackspace.com/long-live-fanatical-support/" \t "_blank). 