

Amazon vs. eBay Customer Service: **Response Times and More**

1. In this consumer survey

We asked online shoppers to share their support experiences with eBay and Amazon customer service to determine:





- Reasons for their inquiries
- How easy it was to call customer service
- How long customers waited to reach a rep
- Whether or not support resolved their issue
- Resolution time
- How satisfied customers are with the support they received

2. About this survey

We surveyed 2,210 US consumers who made calls to customer service via the PissedConsumer.com platform.

The survey conducted from September 29 to December 8, 2022.

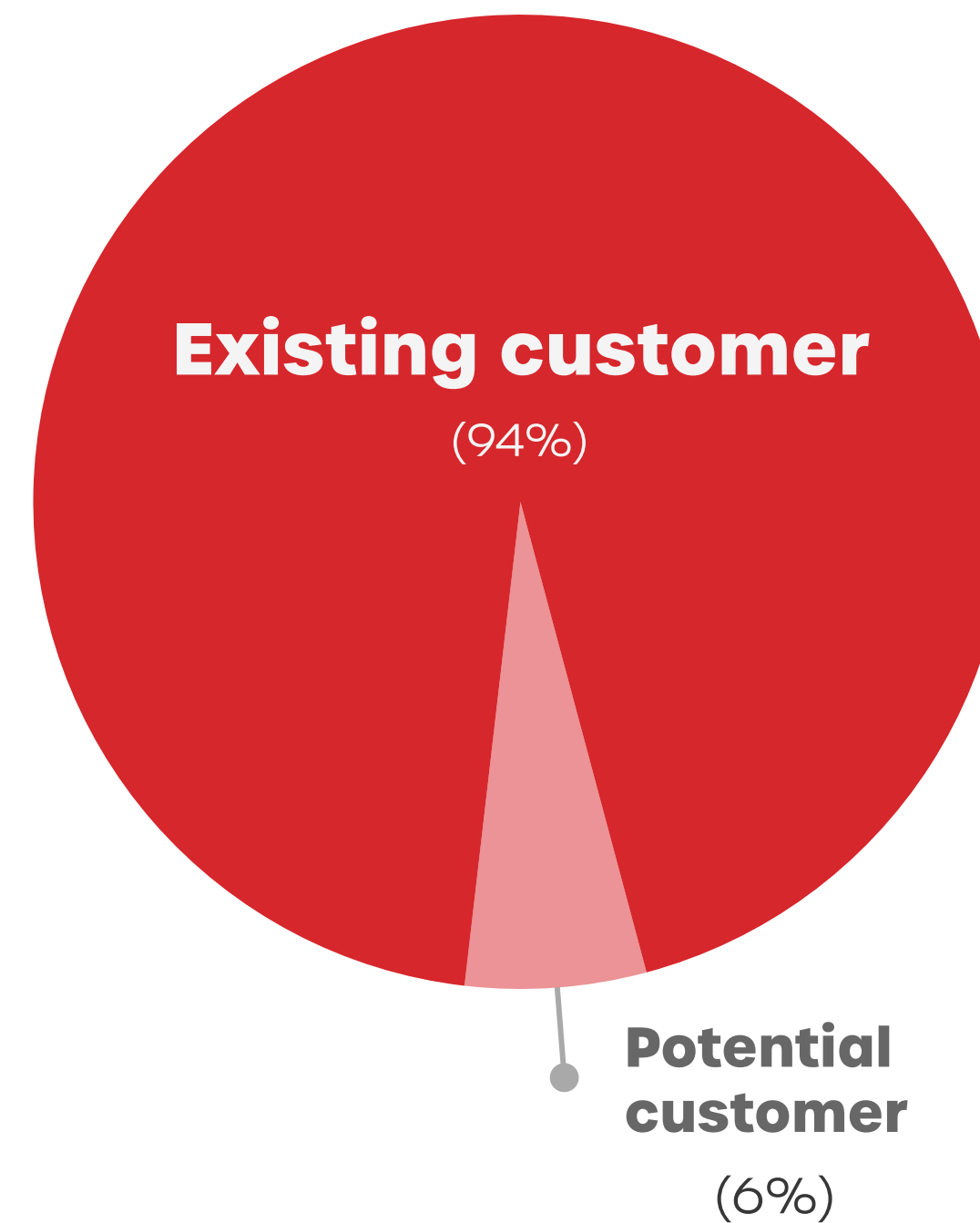
Amazon vs. eBay overview:

		
Number of reviews	46,507	27,026
Rating	 2,6 out of 5	 1,8 out of 5

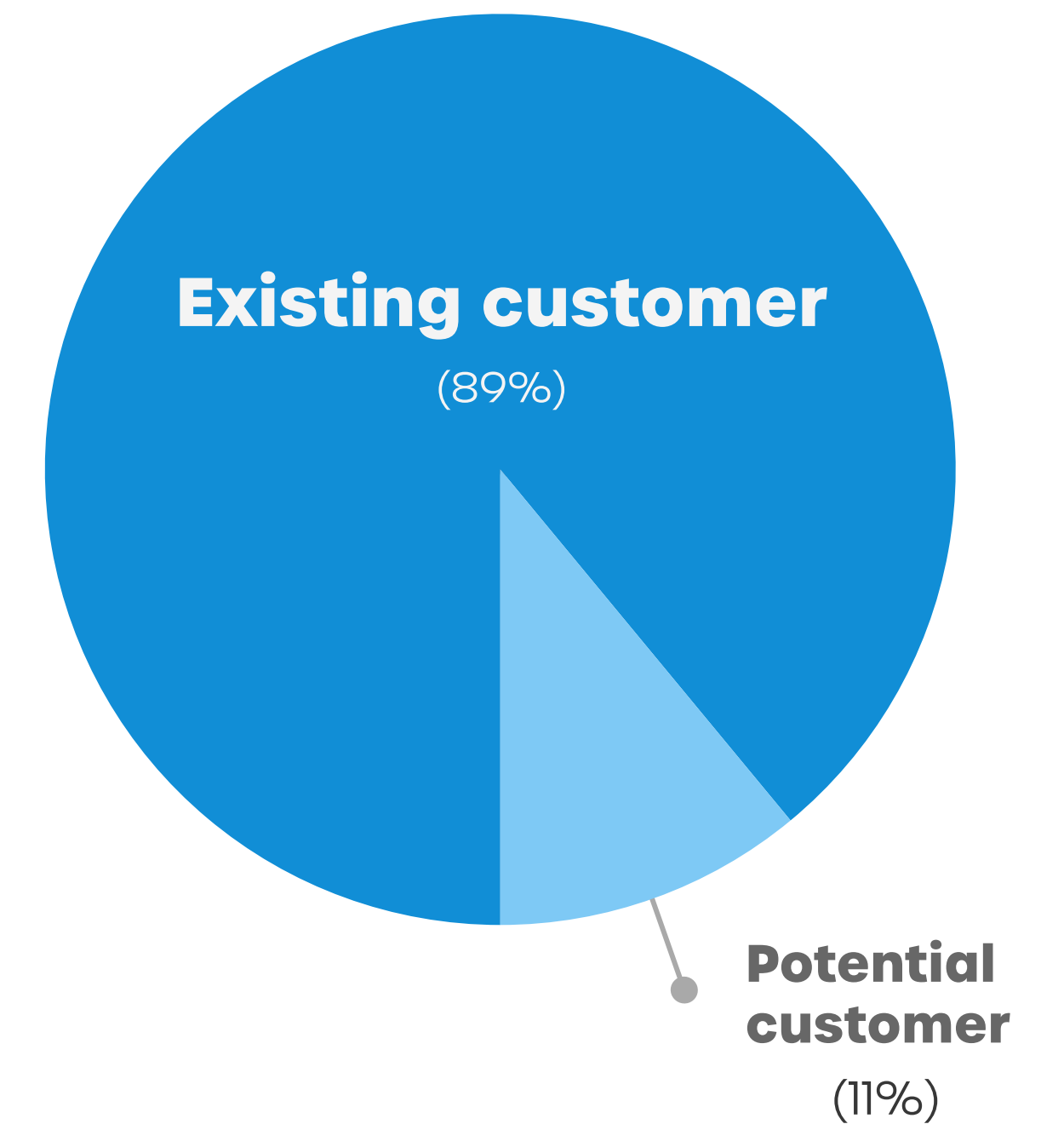
3. Consumers contacting customer service

Of those survey respondents, the majority of consumers were existing customers as opposed to those contacting companies as potential customers.

amazon



ebay



4. Why contact support?

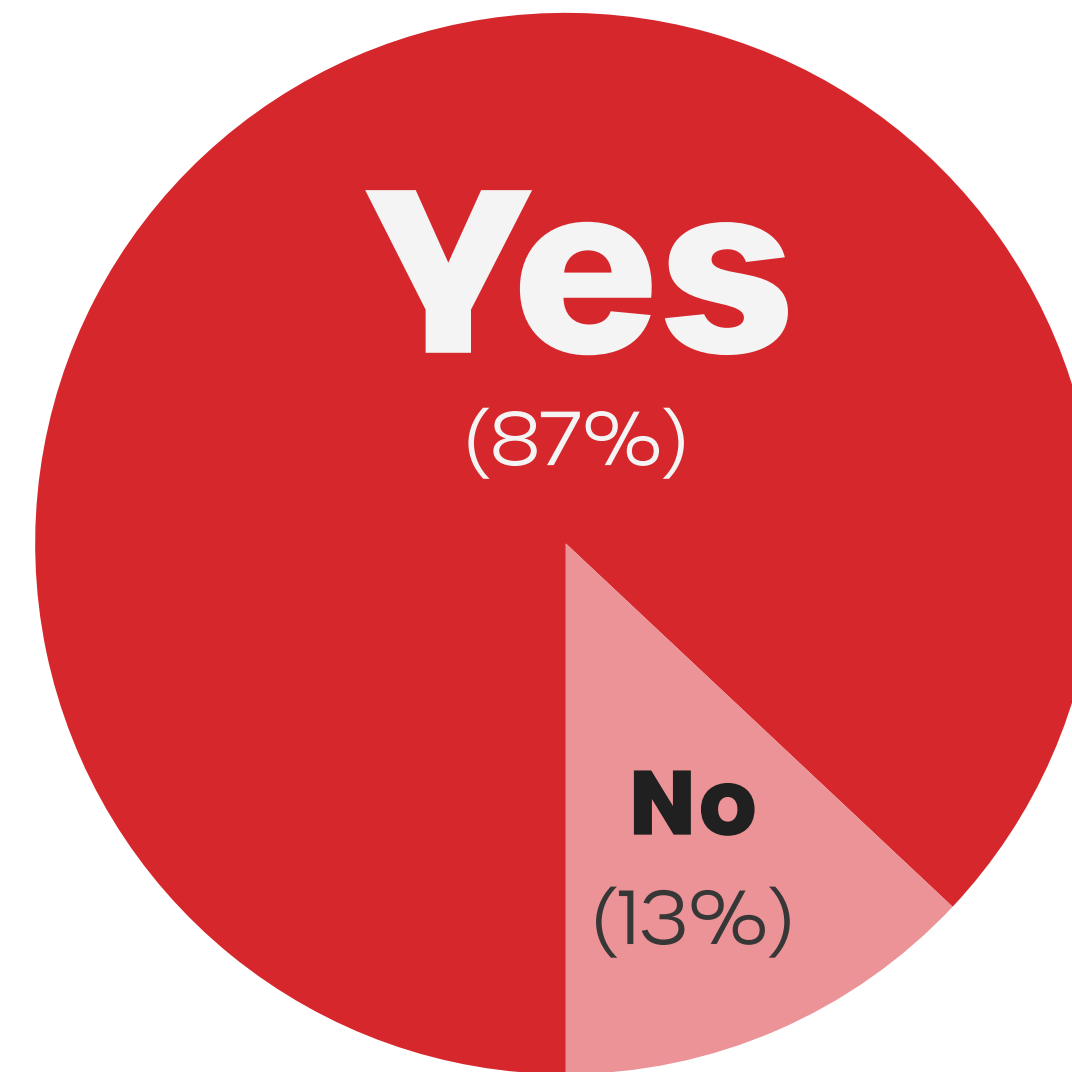
Reasons for consumers to call Amazon and eBay customers service are:

- Shipping and delivery issues
- Payment issues
- Damaged or broken products
- Refund and cancellation issue
- Customer service

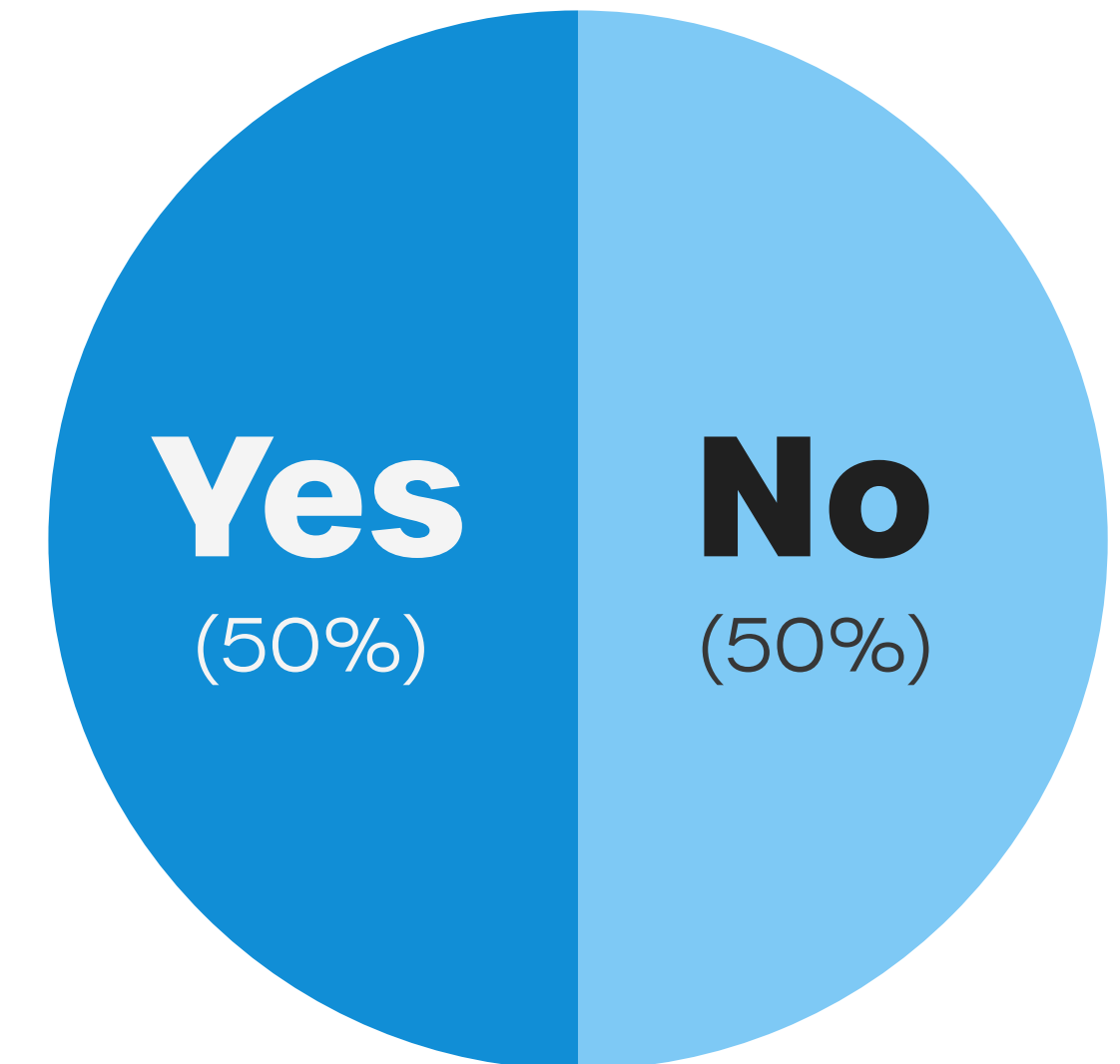
5. Customer service responsiveness

Did consumers manage to reach out to customer service?

amazon



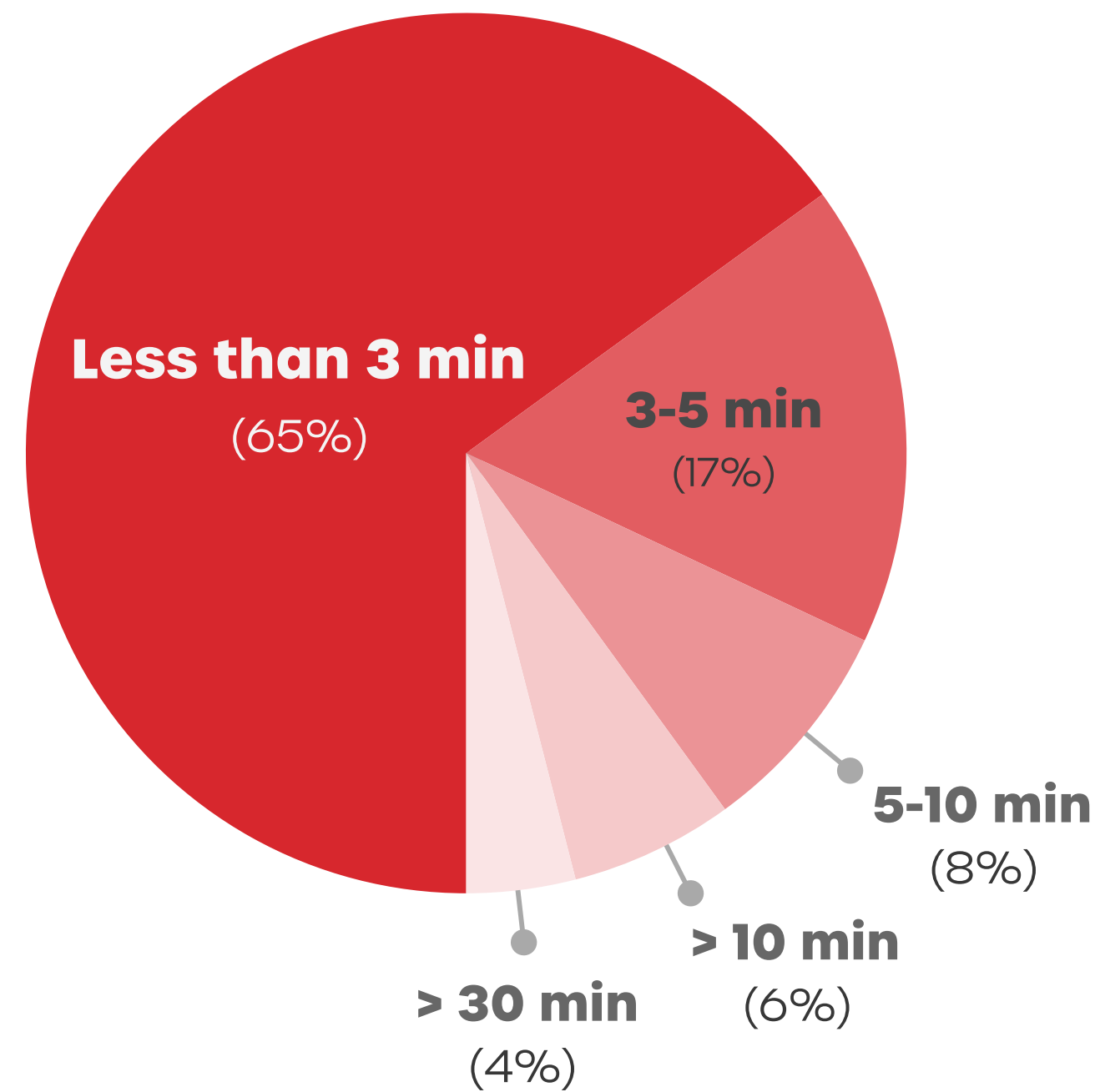
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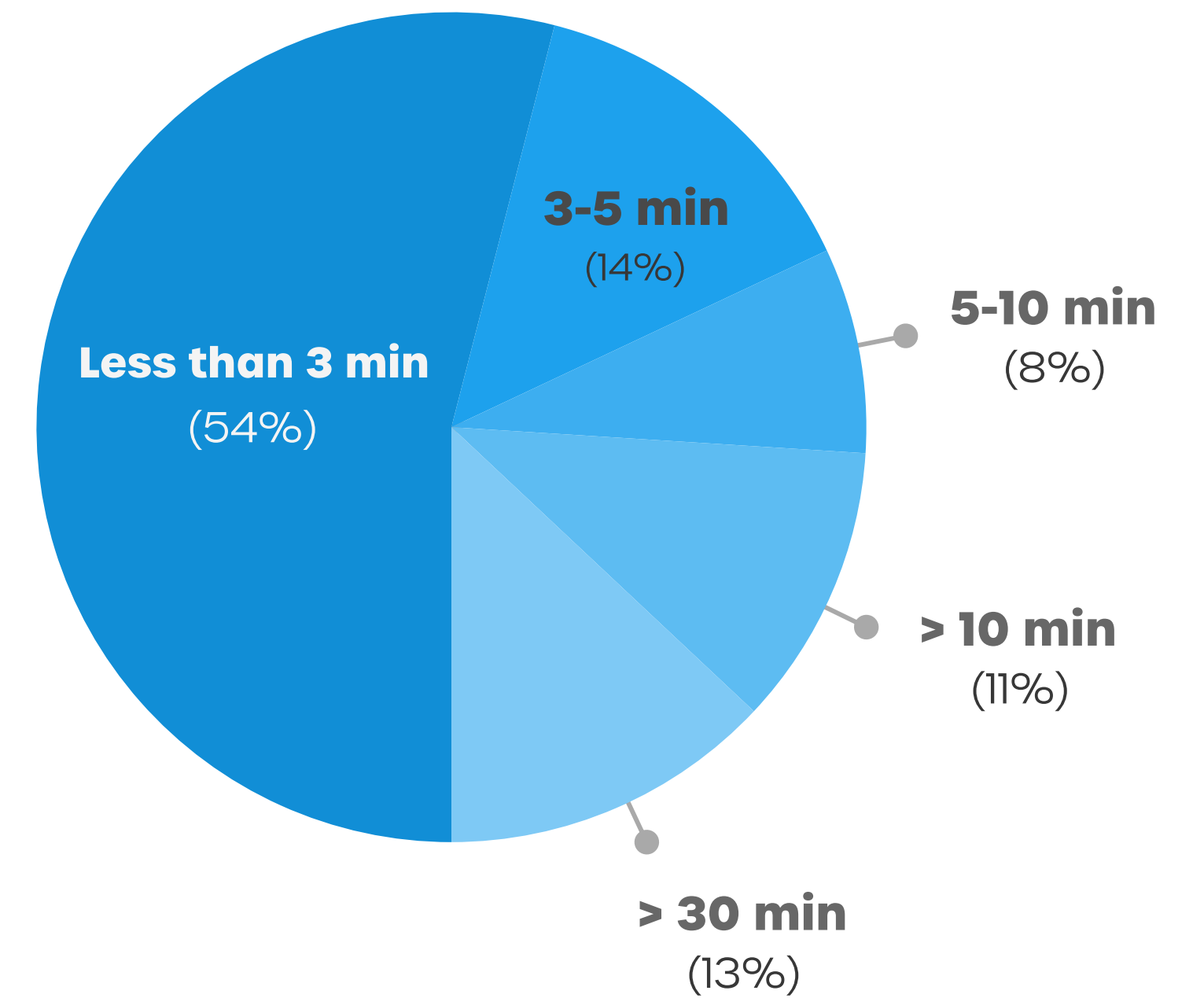
6. Waiting time

How long did consumers wait before reaching the customer service representative?

amazon



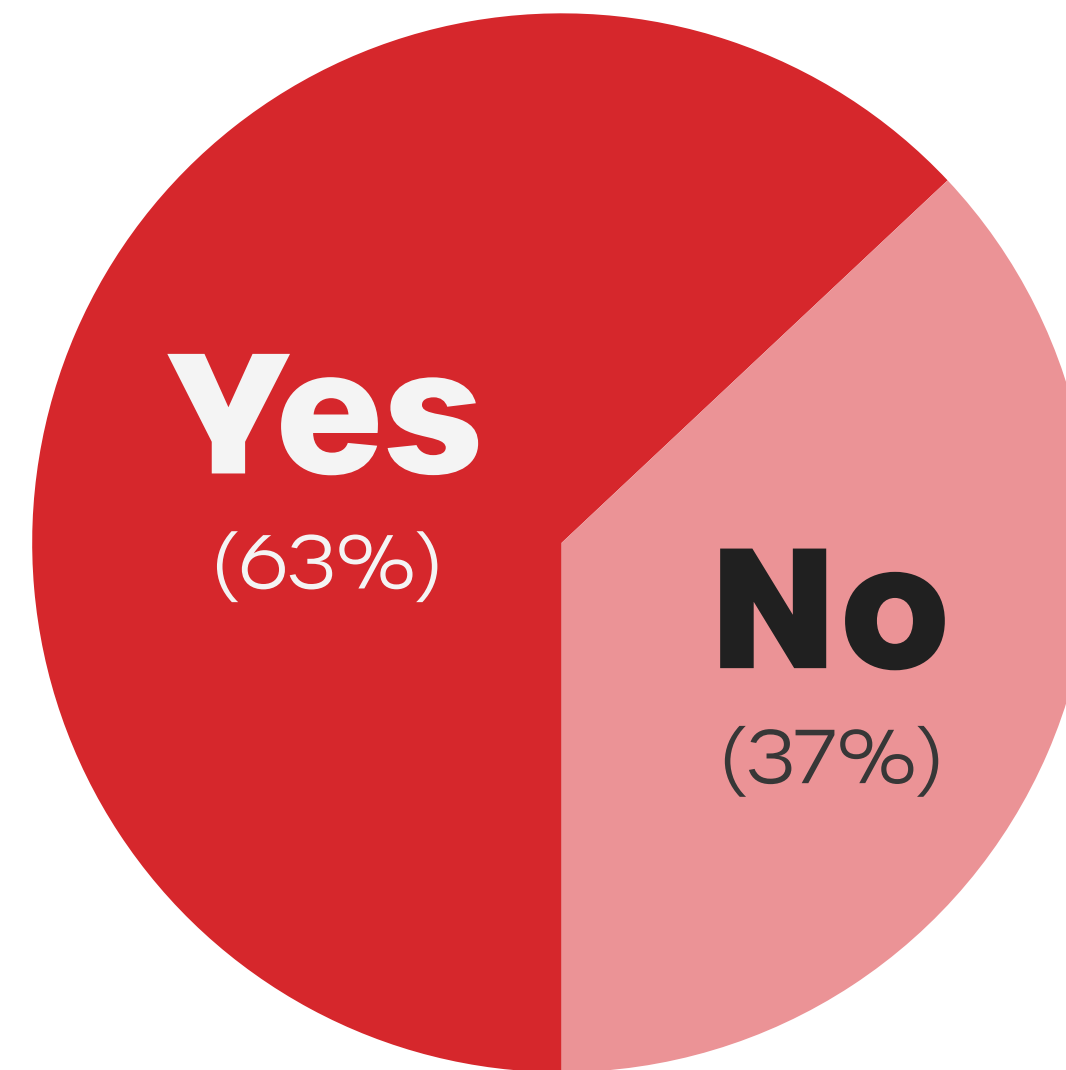
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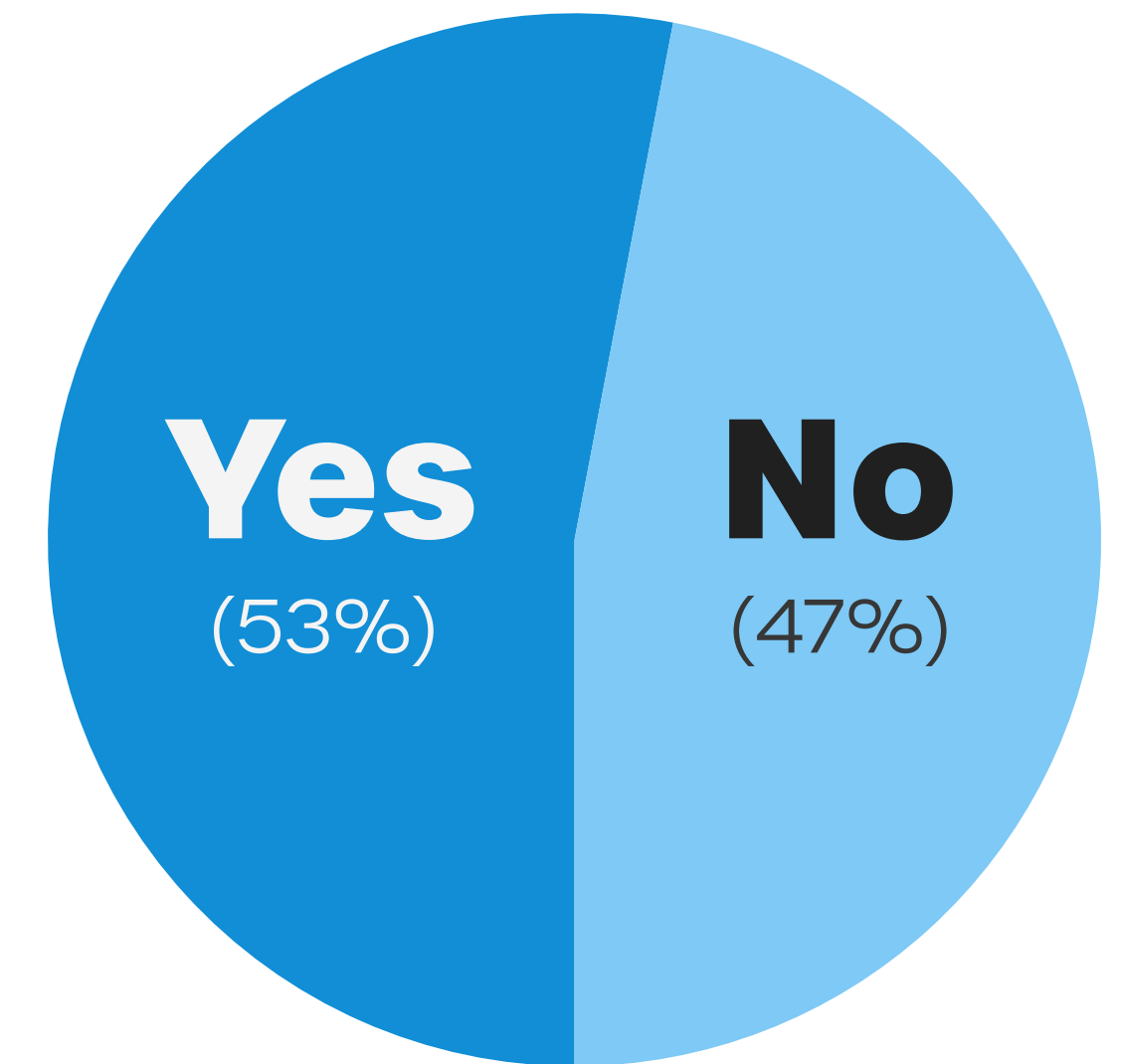
7. Who resolves issues?

Did the customer service representative resolve the issue?

amazon

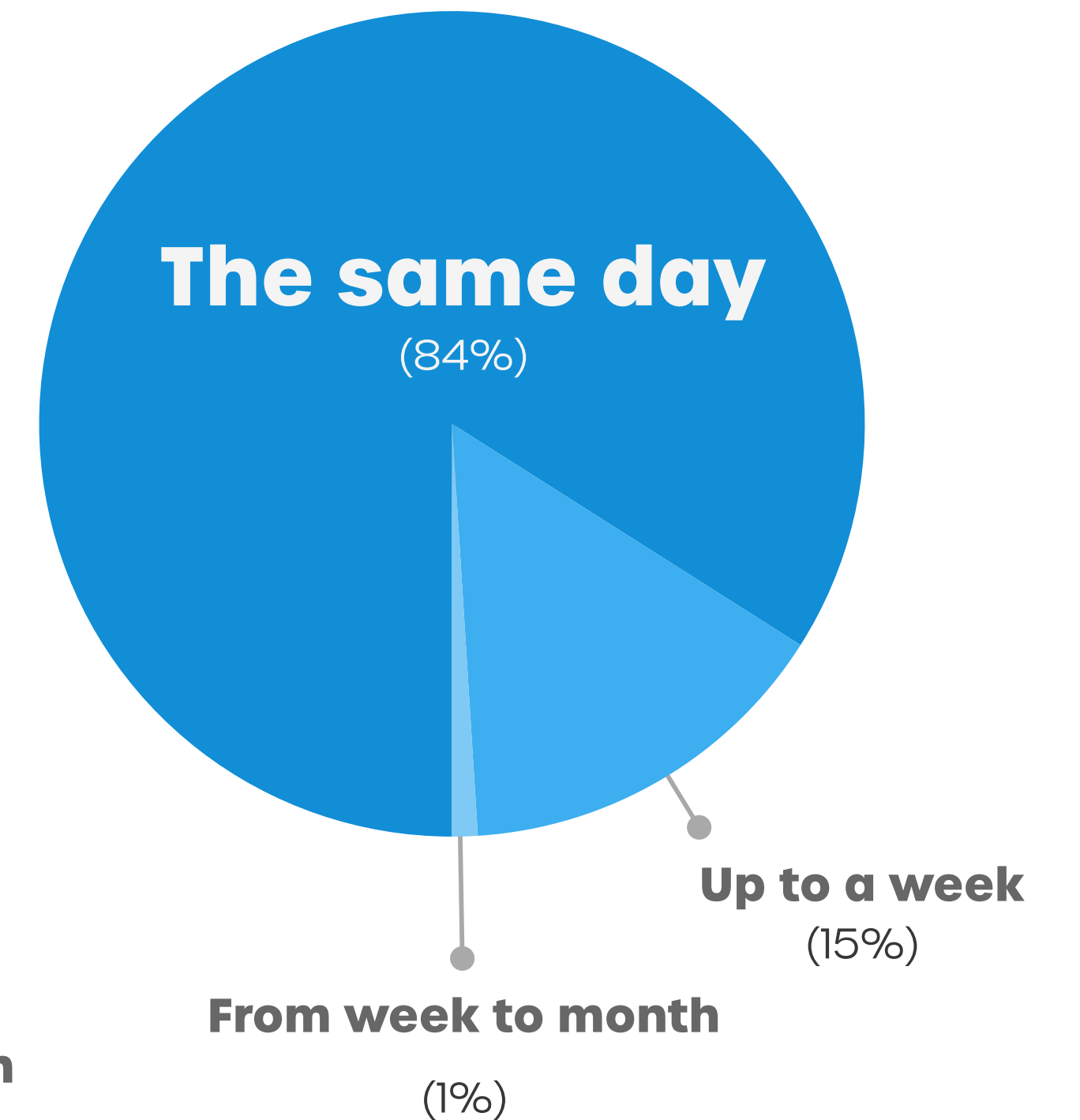
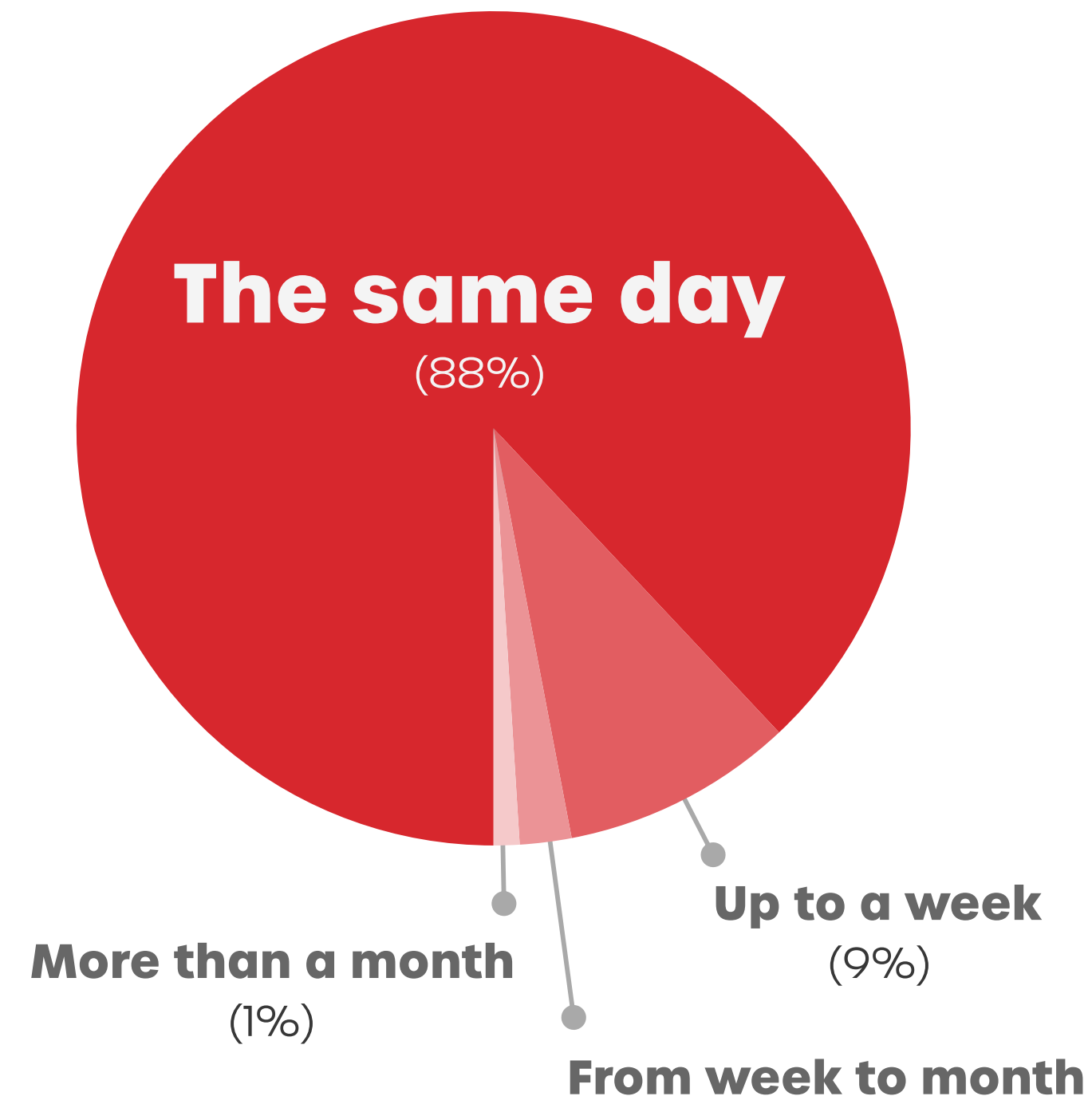


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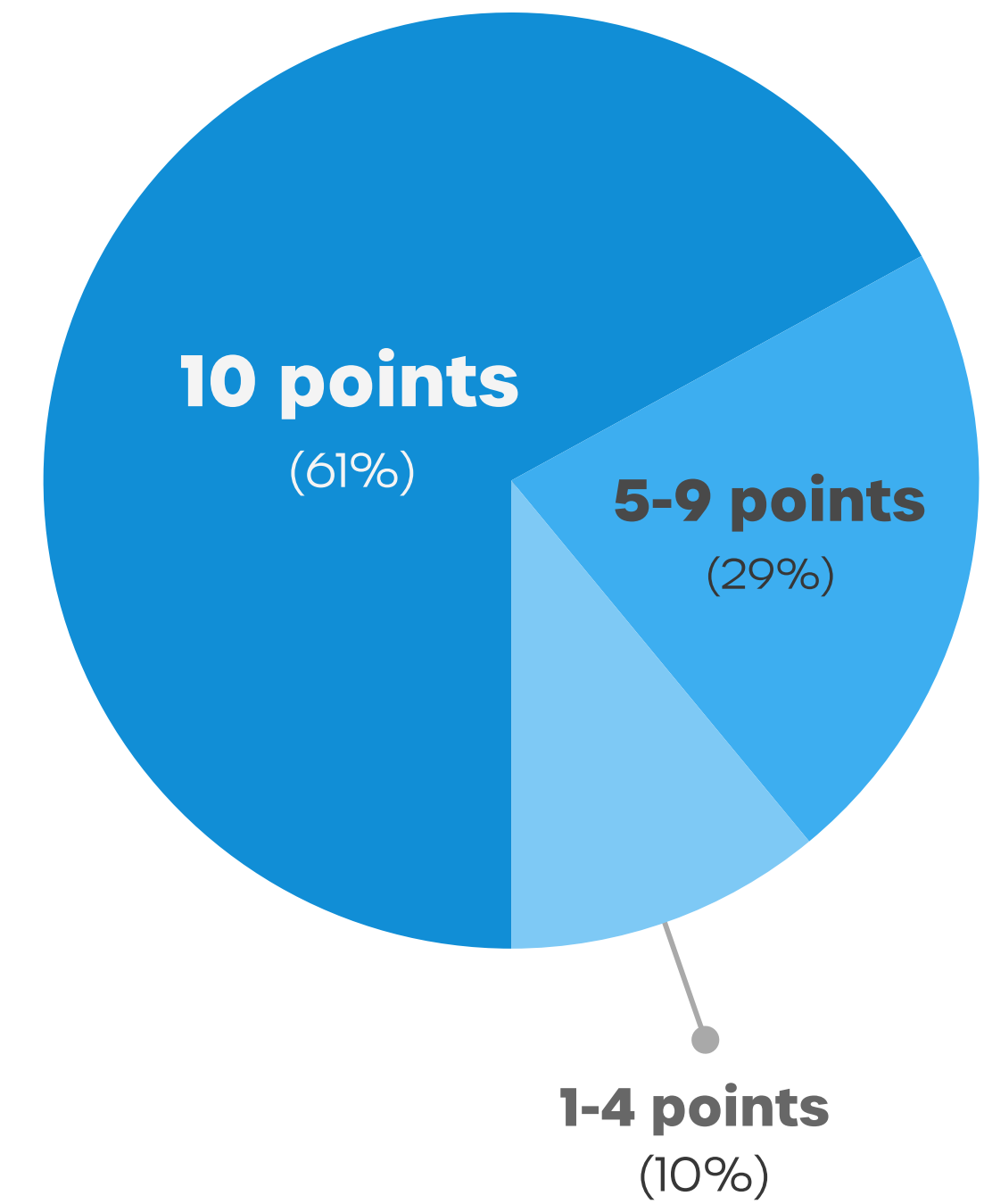
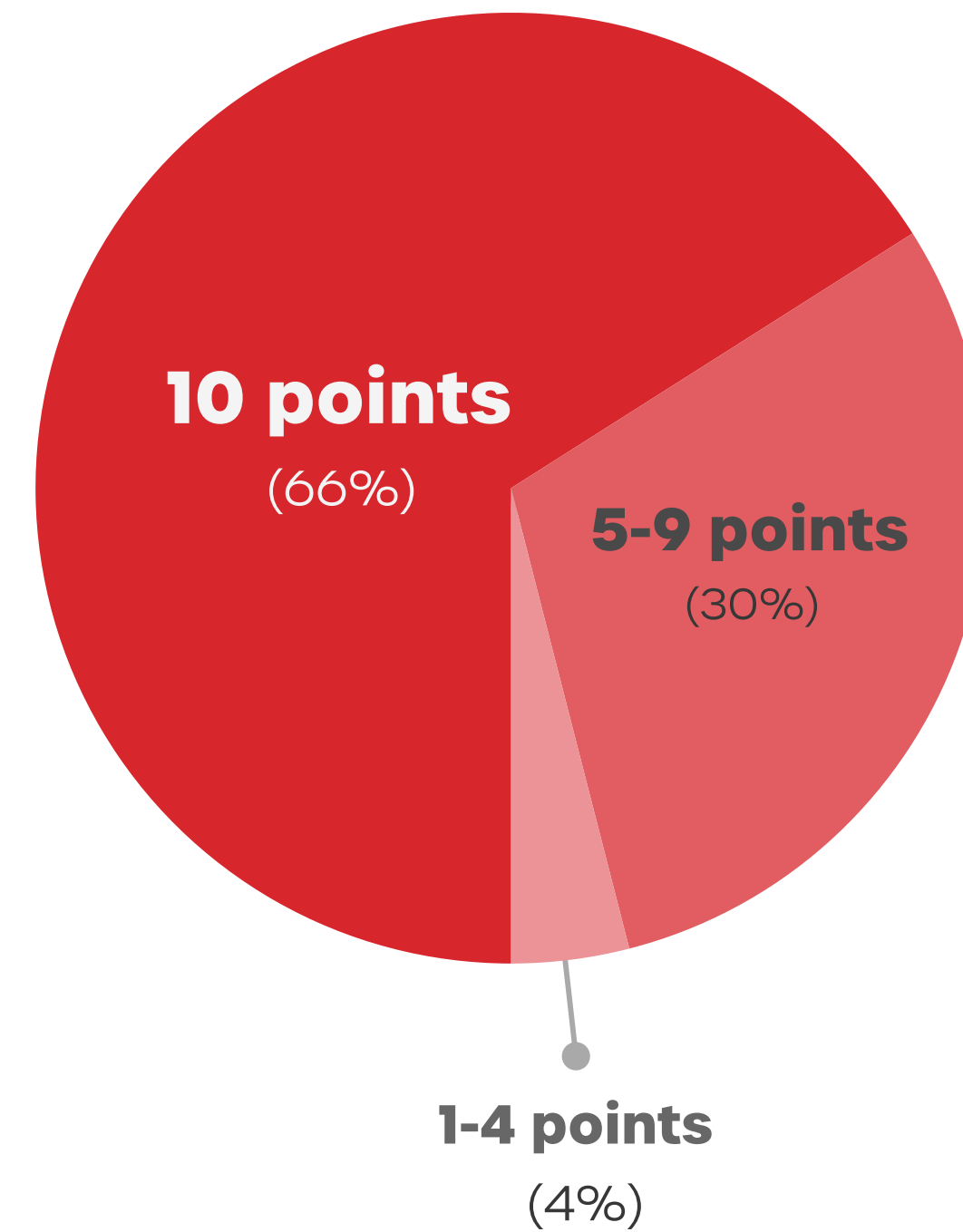
8. Resolution time

How long did the company take to resolve the customer issue?



9. Satisfaction rate

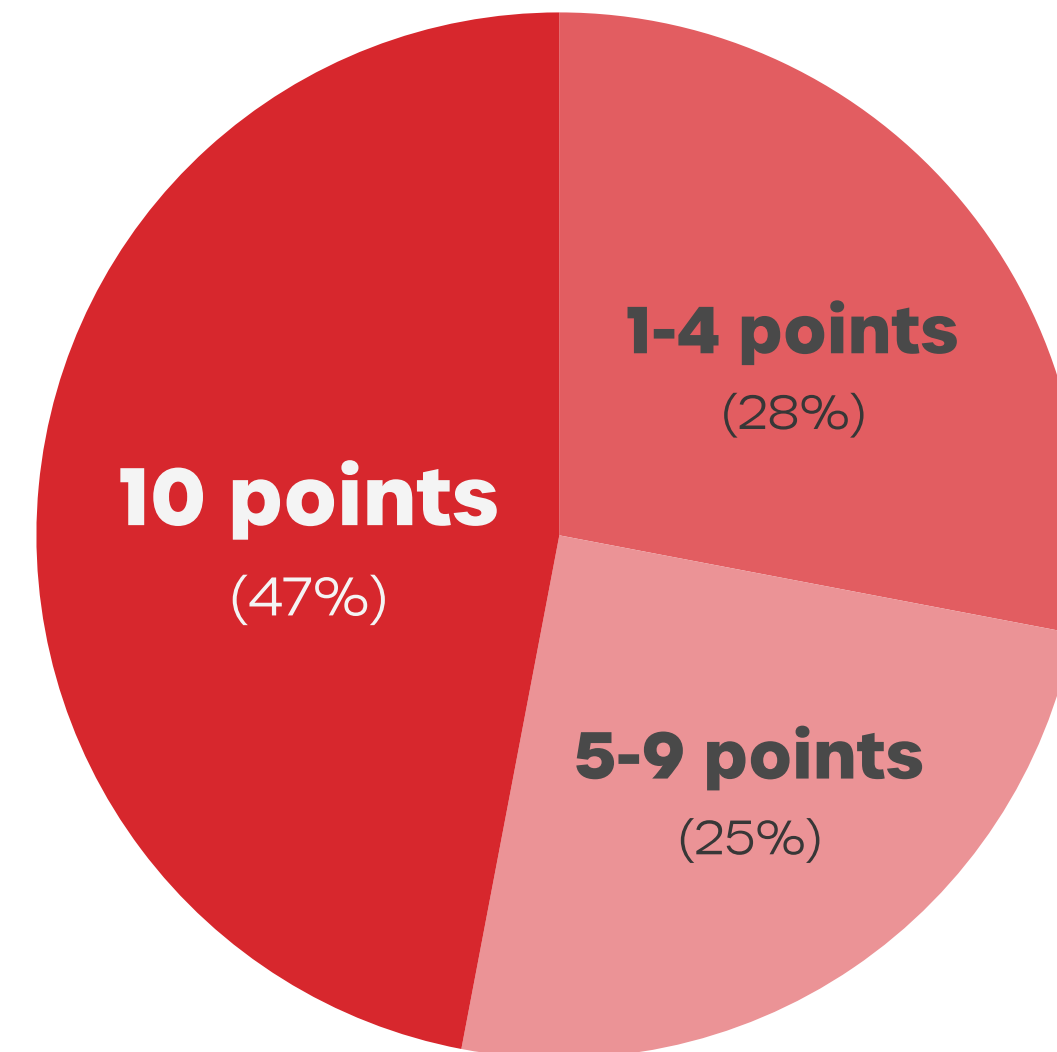
How satisfied are customers with how support resolved their issue?



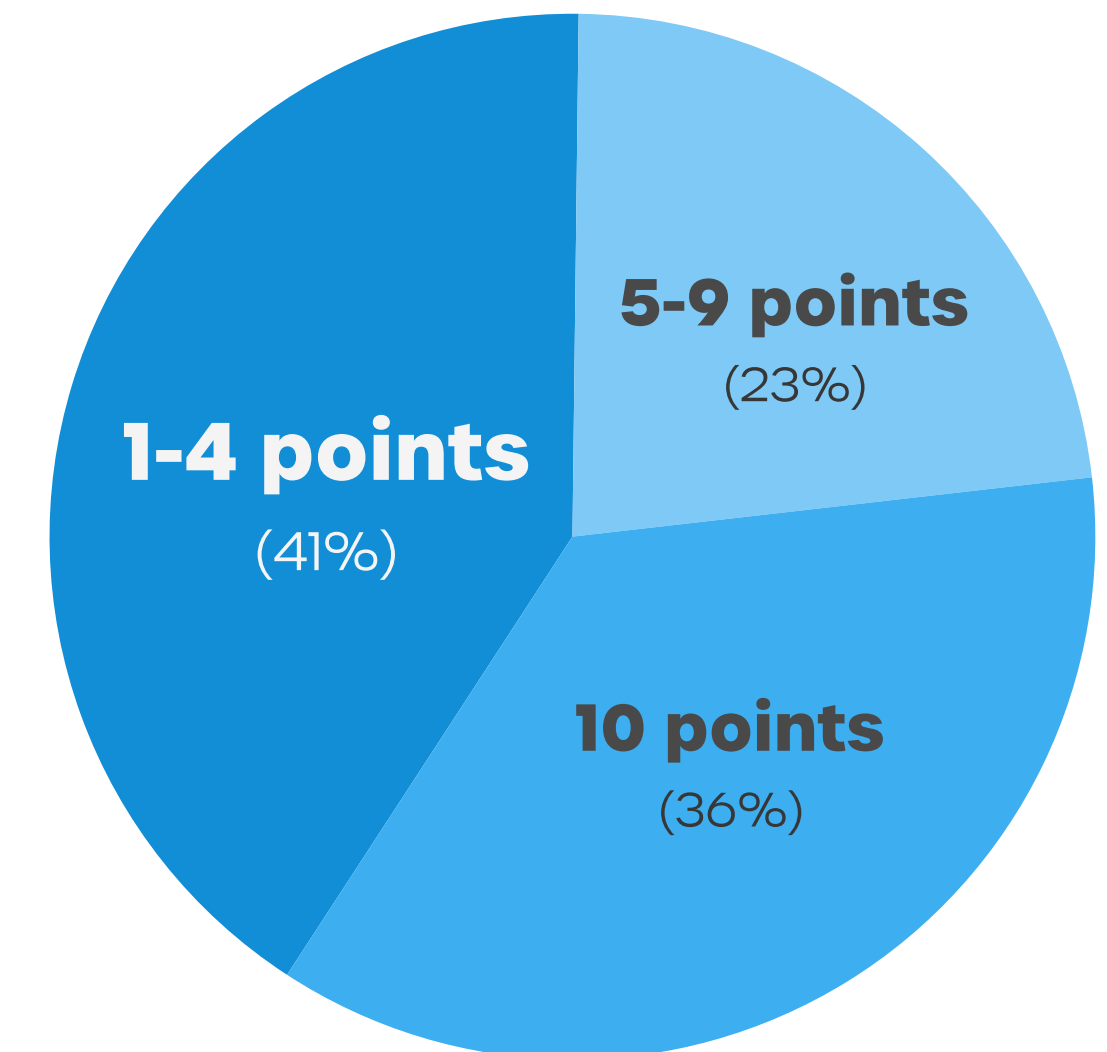
10. Satisfaction rate with a representative

How do consumers rate their satisfaction with the customer service representative they spoke to?

amazon



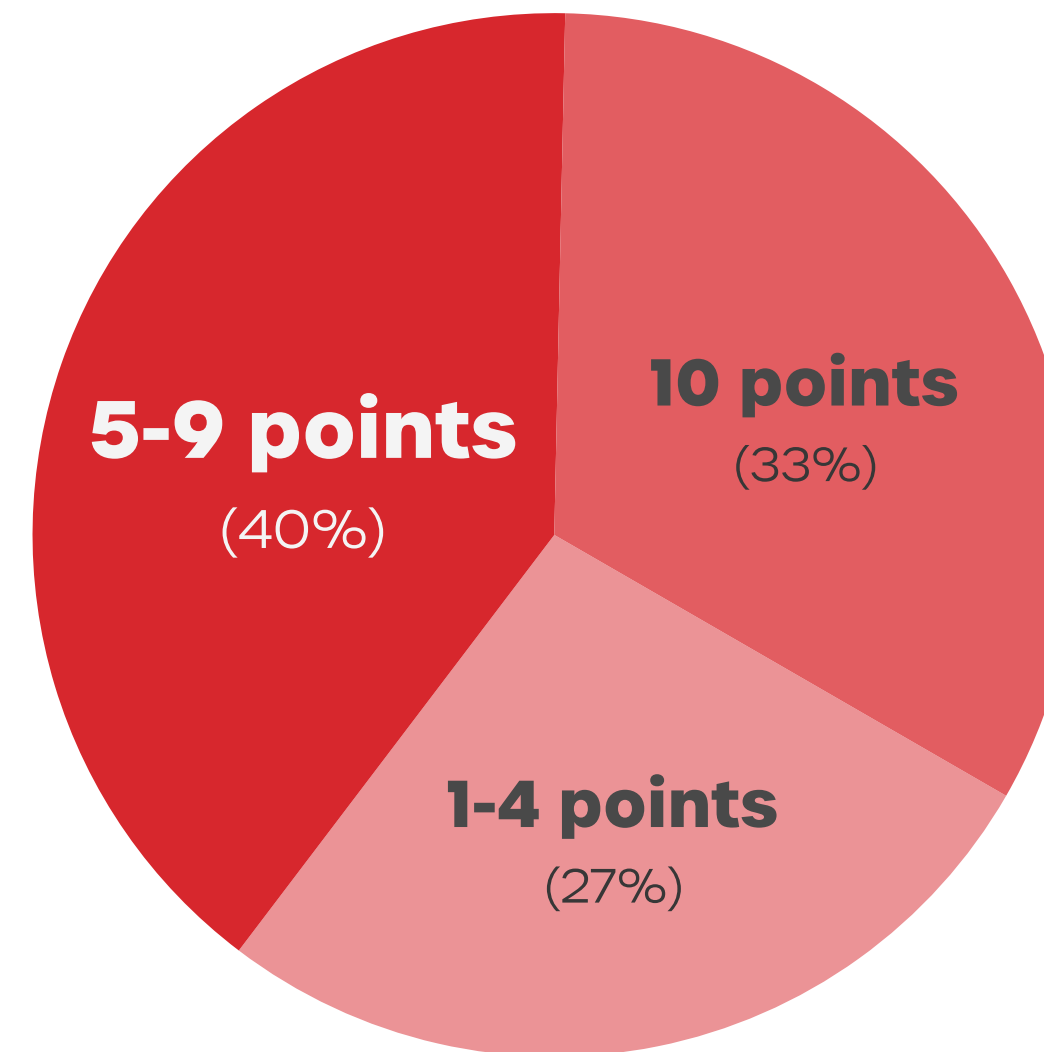
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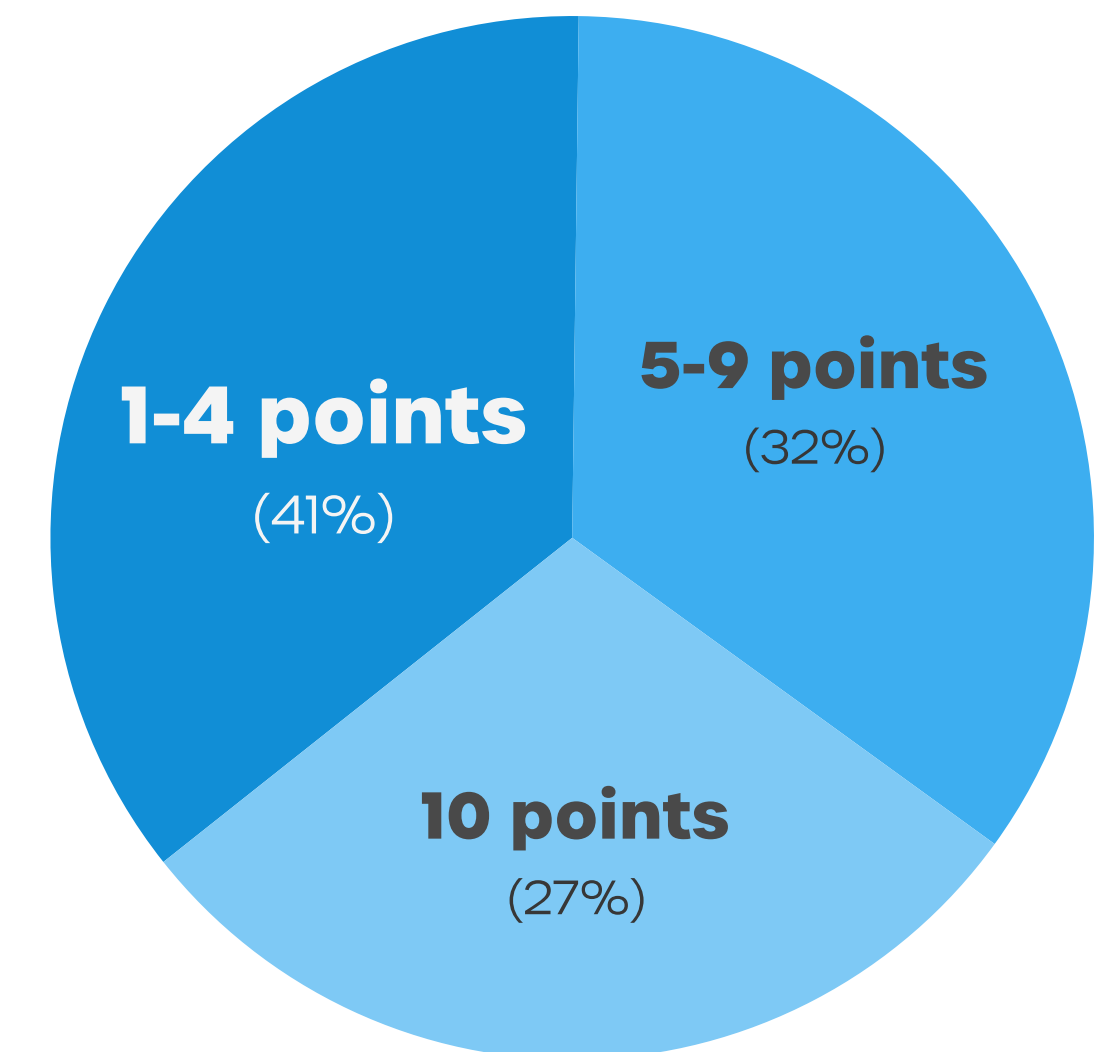
11. How hard to contact?

How do consumers rate the effort they had to make to speak directly to someone on the customer service team?

amazon

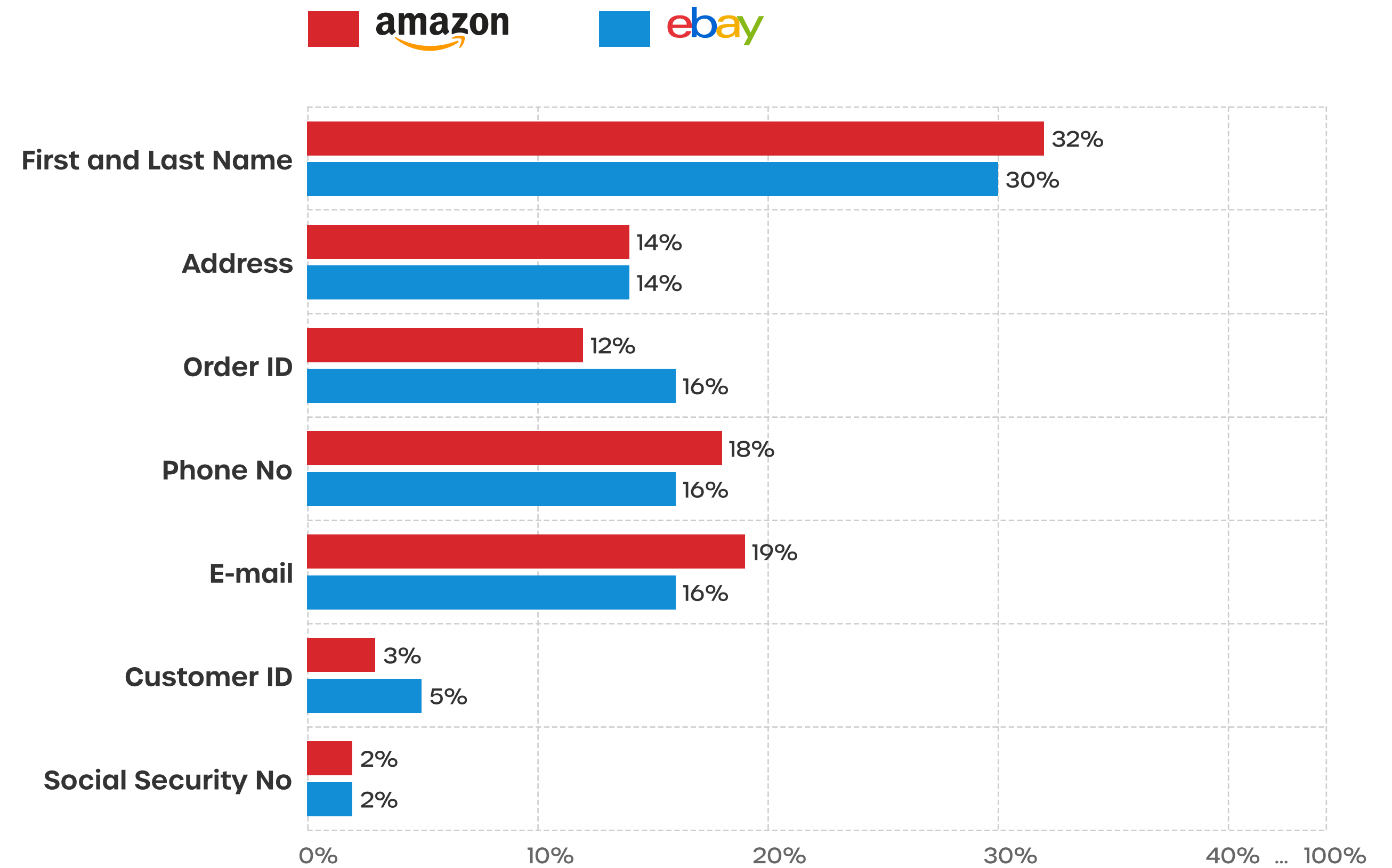


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12. Information requested

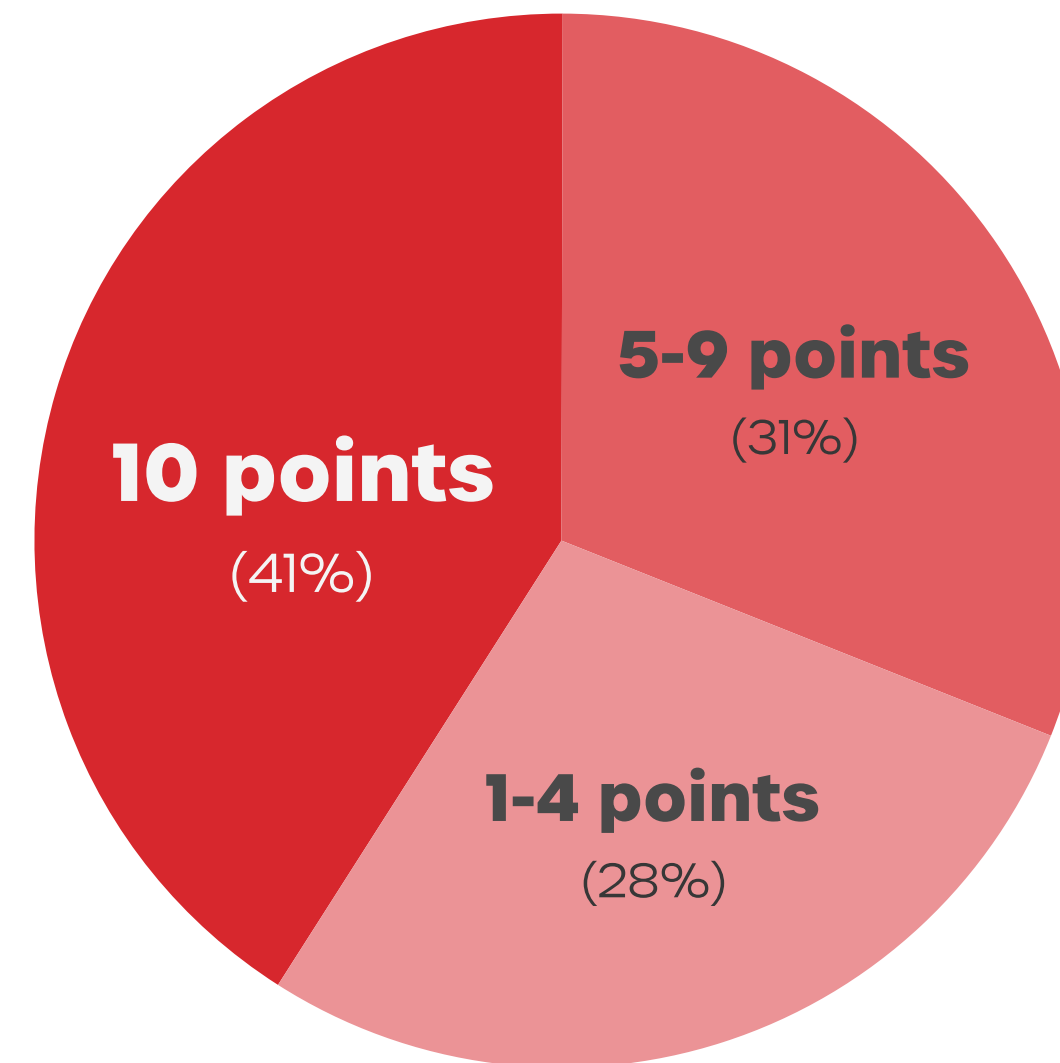
**What information did
a company representative
ask to identify a customer?**



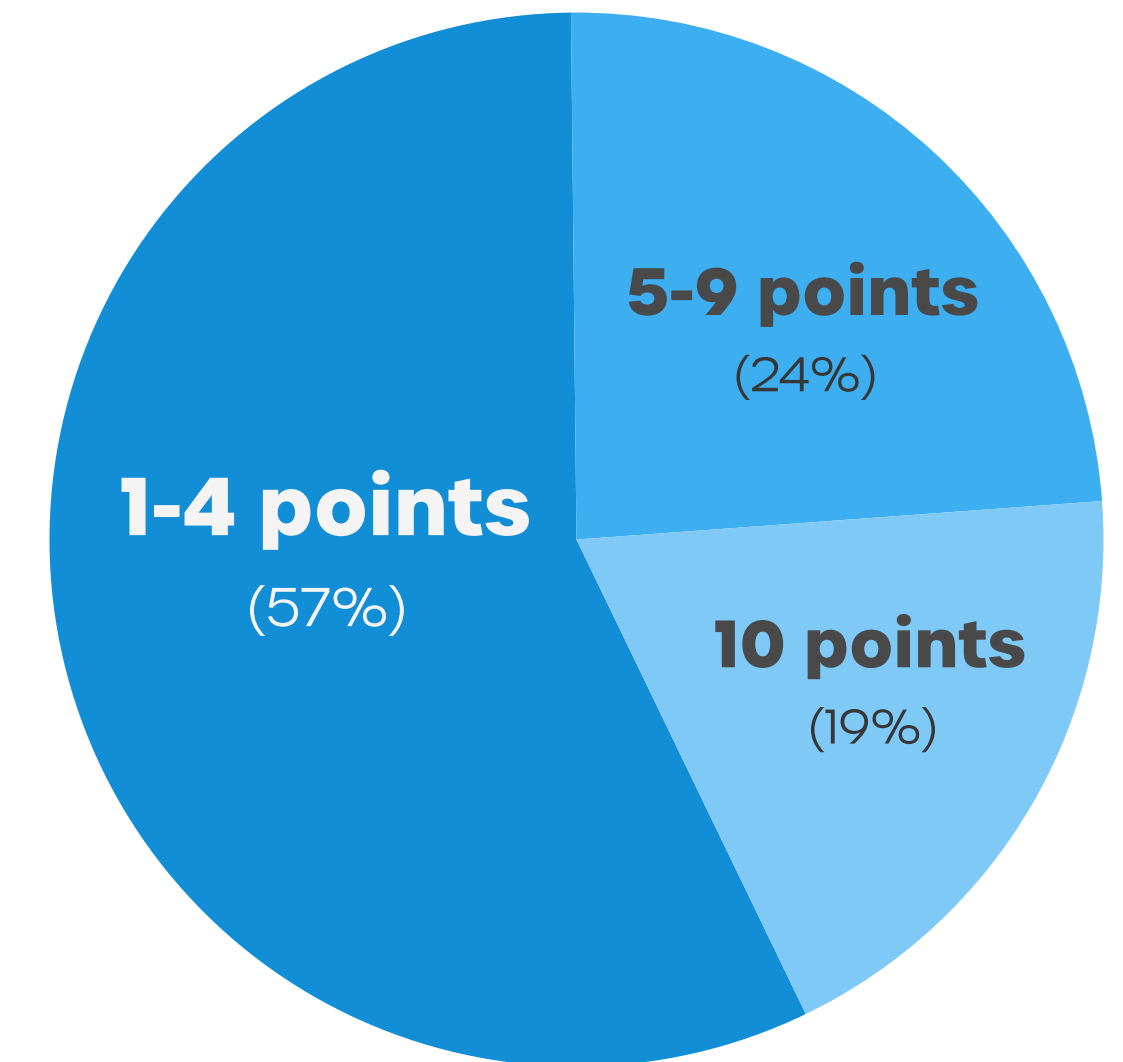
13. Consumer recommendations

How likely are consumers to recommend Amazon or eBay to a friend or colleague?

amazon



ebay



Thank you!

PissedConsumer is a review platform that builds communication bridges between brands and consumers to help them achieve successful outcomes.

We value consumers' opinions and show brands the signals to improve their customer service.