CLARASYS

KEY PRIORITIES & TRENDS IN CX FOR ORGANISATIONS

Recognising organisations are facing unprecedented CX challenges in this new COVID world, we ran a number of free workshops to support them.

Here's a snippet of some of the key findings:

What are your main organisational challenges?

Organisations said...



Lack of understanding gaps in their customer journeys Keeping up to date with tools, techniques and terminology

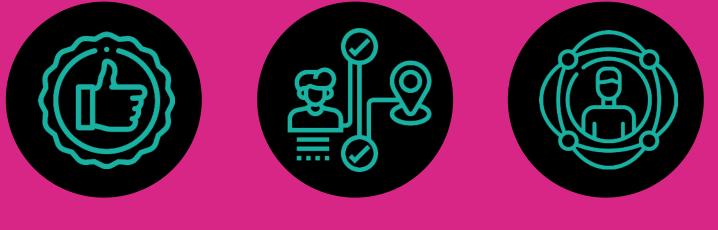


Understanding both internal and external customers needs

56 It is vital to listen to your employees and continue to make improvements to make their experience better.

What would you like to do differently for your customers?

Organisations said...



Ensure consistency in CX quality

Retain flexibility in customer journeys

Think more about experience & useability

Empowering employees to make improvements allows organisations to delight customers from the ground up.

To chat through your CX challenges, or secure a free workshop, visit: https://www.clarasys.com/cx-workshops/