



INSIGHTS
DRIVEN BY DATA

2020 Global Customer Experience Benchmarking Report

The connected customer: delivering an effortless experience

Explore 1 of our **6** core themes to achieve a connected and effortless customer experience

6 Agile adaptation and alignment are key to optimization



20.9%

are proactive and growth orientated



48.0%

acknowledges need of todays workspace environment



51.6%

list ROI as KPI for technology

Connected customer experiences rely on adaptive structures, enabling your people, and aligning your technology

Get access to our executive guide to help you deliver a connected and effortless customer experience

Learn to...



Lead with CX strategy

Understand customers

Personalize experiences

Engage through omnichannel

Automate intelligence

Optimize performance

...to create more value for your customers and business

How can we help?

We help you understand, design, and deliver extraordinary customer connections across multiple integrated touch points

Find out more about our CX Advisory Services.

Join the conversation



Get the

Executive Guide to the 2020 Global Customer Experience Benchmarking Report