

Unite with us at “CUSTOMER EXPERIENCE MANAGEMENT MEET” slated on “29 November, 2018” at “Colombo, Sri Lanka” to learn from the leaders of the world about their customer experience strategies across all channels and touch points to efficiently evaluate the Voice of Customers (VOC) in turn implementing the best strategies and technologies to drive their business momentum.

Get on board and scale your capabilities to get proactive and attentive approach rewarding you with exceptionally satisfied customers like never before.

EVENT HIGHLIGHTS:

- Recognizing Voice of customer (VOC)- Discover key strategies to listen actively and turn the voice of the customer into actionable insight.
- Creating Consistent Communication-The meet will discuss how to realize the customer touch points and give them unified experiences in an Omni channel environment.
- Understanding customer’s ecosystem and journey- Learn the new science of customer emotions and harness the powers of various metrics to identify the right indicators for success.
- Analytics to rescue- Craft an end-to-end customer experience by leveraging analytics to predict and anticipate customer behavior.
- Brand Authenticity- Empowering the role of CRM (Customer Relationship Management) to provide personalized service in turn delivering relevance and value.
- Customer Retention and ROI- Learn how to create a more engaging customer loyalty program using tools and techniques like Net Promoter Score (NPS) and translate customer experiences into clear business value.
- Automation and Digitalization- Capture and act on customer feedback in real time using automated marketing tools, chat bots, AI and more.
- Social Media-Exploit the power of social media platforms, SEO tools, algorithms and intelligence.

For details visit: www.exploreexhibitions.com/customerexperience / +91 7022871384 / info@exploreexhibitions.com