Adapt, adopt and align: accelerate the optimized CX ecosystem

To remain relevant in this complex, changing environment, you need to...


Great CX is the result of focus and design, not coincidence

Adapt, adopt and align: accelerate the optimized CX ecosystem

The Customer Experience value in Retail

Only 18.4% of retailers say they have an optimized or well advanced CX strategy; with a further further 70.8% is in progress or developing.

Retail organizations recognize the need for AI and robotics skills in their organization. 82.1% say that more AI, robotics and digital programming skills will be needed in the next two years.

Retail organizations are more likely to use social media for complete customer service. 55.3% are providing full customer service support via social media.

To get your guide on the 2020 Global Customer Experience Benchmarking Report, find out more about our CX Advisory Services.