

The 4 Pillars of Customer Experience Strategy

Competitive Insight

Understand your position in the market by analyzing industry leaders and direct competitors.

CHECKLIST:

- Performance metrics comparison
- Competitor's CX strategy analysis
- **SWOT** Analysis of your CX against competitors

Consumer Research

Gather direct feedback and understand customer preferences.

CHECKLIST:

- Create and distribute customer surveys
- Analyze feedback for actionable insights
- Engage in **"mystery shopping"** on your own services

Market Trends Data

Stay updated with the trends and technologies in CX to remain competitive.

CHECKLIST:

- Research emerging CX technologies
- Attend industry webinars and conferences
- Monitor CX publications for new trends

Mission & Vision

Align all departments with the company's core values.

CHECKLIST:

- Communicate mission & vision to all teams
- Regularly review and update CX goals in line with company objectives
- Conduct workshops to align cross-departmental efforts

Strategic Customer Planning

S Ben Porath



Strategic Customer Planning:

Reviewing **Strategic Customer Planning**: Unlocking the Spellbinding Force of Linguistics

In a fast-paced world fueled by information and interconnectivity, the spellbinding force of linguistics has acquired newfound prominence. Its capacity to evoke emotions, stimulate contemplation, and stimulate metamorphosis is really astonishing. Within the pages of "**Strategic Customer Planning**," an enthralling opus penned by a very acclaimed wordsmith, readers embark on an immersive expedition to unravel the intricate significance of language and its indelible imprint on our lives. Throughout this assessment, we shall delve to the book is central motifs, appraise its distinctive narrative style, and gauge its overarching influence on the minds of its readers.

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