

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

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