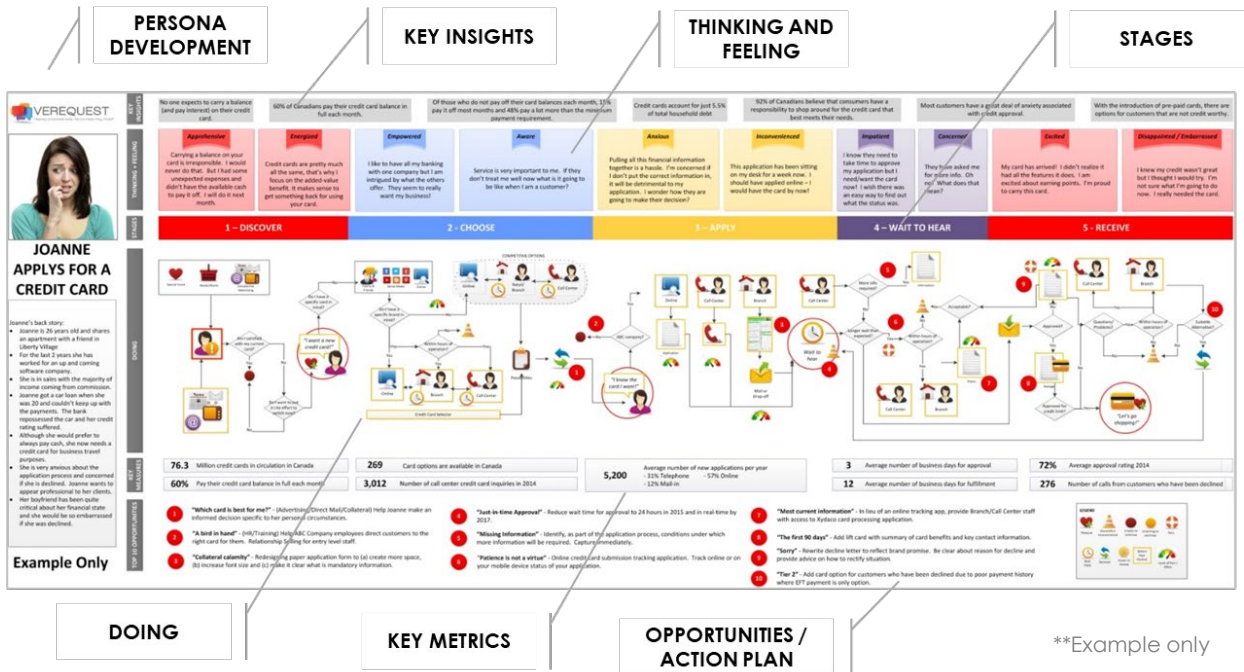


Customer Journey Mapping

VereQuest's Customer Journey Mapping Workshop identifies key barriers to success and high priority opportunities.

Map the current customer experience and then create a framework for the ideal experience going forward.



THE BENEFITS OF CUSTOMER JOURNEY MAPPING GO FAR BEYOND CREATING BETTER CUSTOMER EXPERIENCES!

1. Ensure all departments/silos within the organization have a common understanding of the customer's current experience AND opportunities for improvement.
2. Gain a better understanding of what matters most to customers so you can align other areas of the organization, including product/service development.
3. Help to prioritize, and perhaps streamline, your current project roster to focus on high impact opportunities.

SAMPLE PROJECT OUTLINE



ABOUT VEREQUEST

Although our focus is on the contact center, VereQuest provides consultative support for all areas of your organization. By leveraging our expertise and thousands of hours of listening/reading to customer interactions, VereQuest helps to ask the right questions and guides your team to determine the best course of action for your organization.

Helping companies keep their promises™ since 2002.

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