

CS

VS

CX



CUSTOMER SERVICE



CUSTOMER EXPERIENCE

When there is a question, issue or problem

Customer interaction

Throughout the whole customer journey

Transactional

Type of relationship

Experiential

Reactive

Approach used

Proactive

CSAT

KPI

CLV, NPS

CS department

Ownership

Entire company

Act Practice Compare Customer Service

L Towne



Act Practice Compare Customer Service:

Embark on a breathtaking journey through nature and adventure with Crafted by is mesmerizing ebook, Witness the Wonders in **Act Practice Compare Customer Service** . This immersive experience, available for download in a PDF format (*), transports you to the heart of natural marvels and thrilling escapades. Download now and let the adventure begin!

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