

CS**VS****CX**

CUSTOMER SERVICE

When there is a question, issue or problem

Transactional

Reactive

CSAT

CS department

Customer interaction

Type of relationship

Approach used

KPI

Ownership

CUSTOMER EXPERIENCE



Throughout the whole customer journey

Experiential

Proactive

CLV, NPS

Entire company

Cd Rates Vs Customer Service

**United States. Federal Energy
Regulatory Commission**

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