

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

SJ Ball



Act Practice Compare Customer Service:

Travel & Tourism Alan Marvell, Gillian Dale, 2005 Part of a series of six student books which are matched to every type of AS level GCE course students can take whether it is a single award or double award with Edexcel OCR or AQA

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