

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

**N Noddings**



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