Explore Customer Voice for tracking customer experience score

5- Day Workshop by PwC India
June 2020

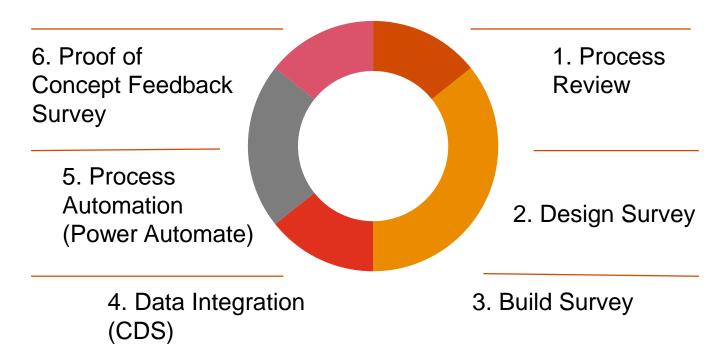


This offsite Proof of Concept workshop will show you how to use Customer voice for seeking customer feedback and track customer experience score.

About the POC

This five-day workshop, conducted offsite from PwC facility, will allow your team to vet Customer Voice as a suitable platform for seeking customer feedback and launching surveys. You choose which process to target, and our team will work with yours on building out a working Proof of Concept and an assessment

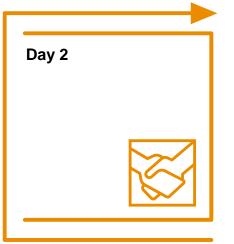
Deliverables



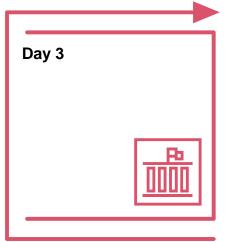
Day wise Agenda



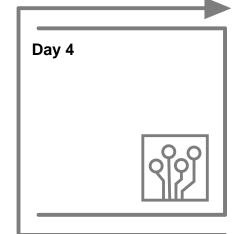
Current state customer feedback surveys and Survey designs



Customer Voice survey buildout and workflows

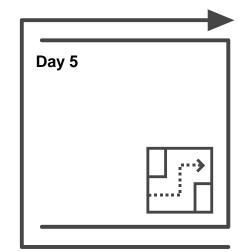


Design Refinement and Data Integration



Testing and rollout

- Training is limited to 5 attendees per session and will be conducted through Virtually.
- Travel is not included



Customer experience score tracking

Thank you

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