



# Customer and employees CX

## Some Experience **in Numbers**

**100+** Programs per year

**40+** Changing in motivational system

**20+** Satisfied clients

**52** COUNTRIES coverage

**20+** Comparison analysis

**Find out how focusing on the employee experience**  
can help you drive improvements in your customer experience metrics

## **Why you need to measure your employees experience?**

Staff motivation has a huge impact on several important factors which, in turn, determine the success of the company. These include:

- The quality of customer service;
- Overall customer loyalty;
- Sales levels.

**The staff act as ambassadors of the company in their interactions with the customers** and it is the behavior of the regular members of staff who provide the customers with the base on which they form their opinions of a company.

# Customer and employees CX program with Scheduling Worldwide

## Advantages and values

### ● **Improve your customer experience.**

The easier your customer interacts with product and reaches your company – the longer he stays with you, becomes your company promoter and more willingly makes additional purchase

### ● **Using mystery shoppers.**

You can obtain important information about the state of affairs in your outlets with the help of our team of mystery shoppers. This also enables you to correct any flaws in your business strategy in time;

### ● **Guest Track.**

Companies can receive feedback from customers who have shared their opinions and experience. You will receive the necessary information for analyzing and improving your service;

● **Staff motivation has a huge impact on several important factors** which, in turn, determine the success of the company.

### ● **These include:**

- The quality of customer service;
- Overall customer loyalty;
- Sales levels

### ● **Customer service is a well-established customer support system.**

Companies often have an effective customer service system but not all of them are ready to implement a high level of customer care as this service component requires more than just following the basic standards of service. The definition of customer care is the comprehensive personalized care of a customer and the attitude shown to them, not just as a regular customer but as an individual.

# Why Scheduling?



**Database Of 450 000+**  
Variety Of Devices



**Agile Approach**  
Day-to-day Scram Sessions



**Real World Testing**  
Realistic measure of product performance



**Fieldwork Speed**  
Quick Interaction



**Online Statistics**  
Statistics Availability 24/7



**Target Audience Selection**  
Unique opinions



**POS Readiness Check**  
Global payment systems



**Cheaper Than QA Engineer**  
Budget cut



**Global Coverage**  
52+ Countries



**Data Quality Check**  
Proofreading, Artefacts and Data quality check

# Get Free Sample<sup>•</sup>

of Customer Experience program and analytical report.

<https://scheduling-europe.com/>

[info@scheduling-europe.com](mailto:info@scheduling-europe.com)

+43 720 881 532

