



# Customer experience

# Some Experience in Numbers

**100+** Programs per year

**40+** Changing in motivational system

**20+** Satisfied clients

**52** Countries coverage

**20+** Comparison analysis

# 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.

**Find out real points of interaction  
of your customers with your product**

# **What is a Customer Journey?**

**This is a step by step customer's path,  
its interaction with the product.  
Points of user interaction with the company.**

**Our research and methodology are conducted by  
a trained team and gives the opportunity to:**

- **Receive in-depth interviews with  
your real customers;**
- **Find out your customer's archetypes  
and behavioral patterns;**
- **Find out insights and hidden problems with your  
customers interaction with product/company;**
- **Find best solutions which will cover all ways of  
customer interaction with product or company;**
- **Create the action plan that will cover all parties which  
are involved and influence on customer experience**

# Customer Journey advantages and values

01

**Improve your customer experience.**  
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02

**Reveal how your customer's journey influence on your KPI's.**  
Find out where your company loses money for vain processes

03

**Find the solution for your company problem by solving your customers problems.**  
Unite your internal departments while creating the action plan – the best way to establish communication. This is where synergy born.

04

**Receive customer journey map that is specifically for your company, find out how your company's customer archetypes behavior and adjust your processes to it**

# 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.

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