



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[•]

of Customer Experience program and analytical report.

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

info@scheduling-europe.com

+4314120126

