




EMPLOYEE ENGAGEMENT: GUARANTEED TO IMPROVE CUSTOMER EXPERIENCE

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Employee Engagement Guaranteed to Improve Customer Experience

Three white darts are shown in mid-air, having just struck the bullseye of a target. The target is a circular board with concentric rings, and the darts are positioned vertically, with their tips pointing towards the center. The background is a light, neutral color.

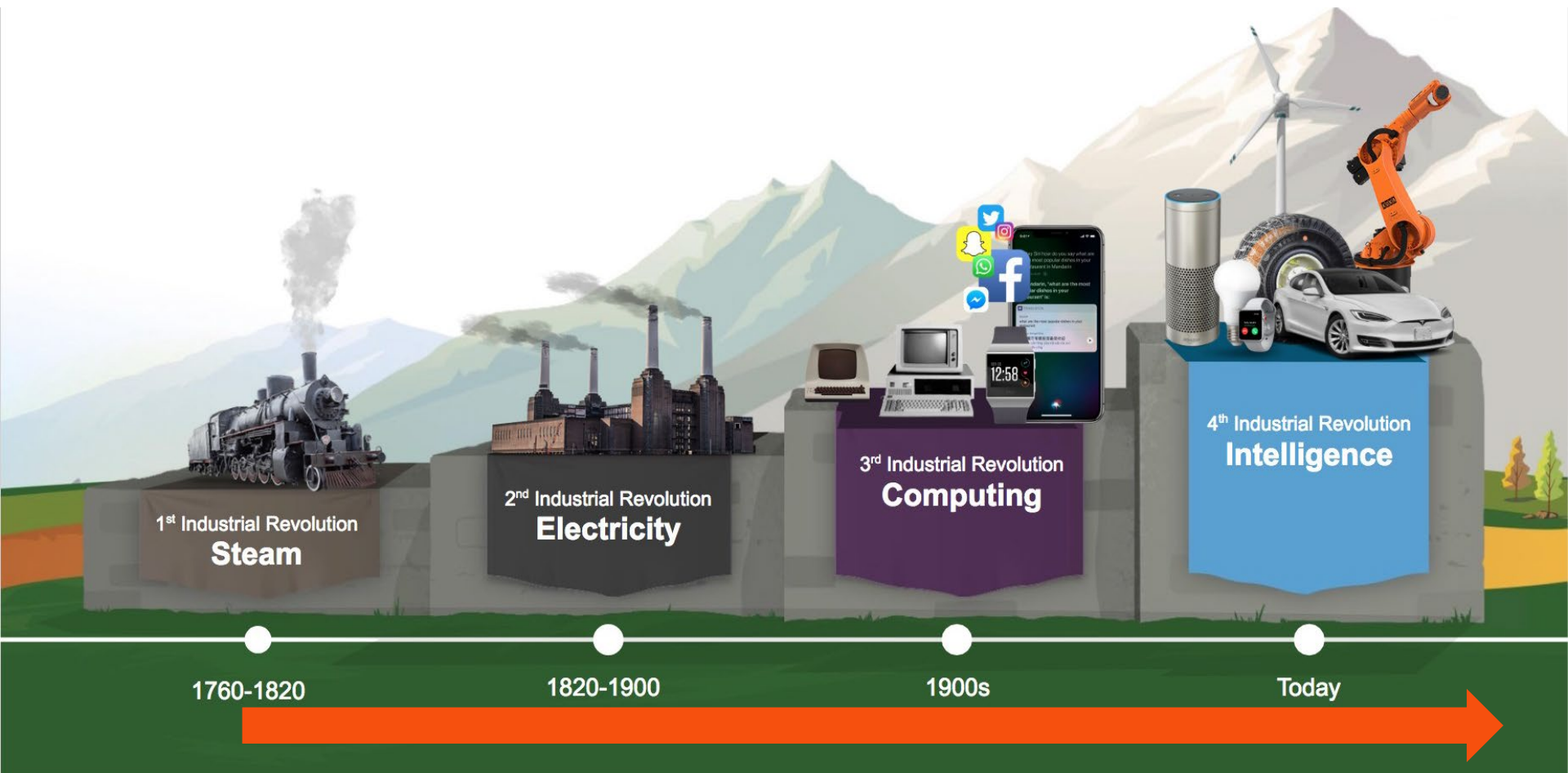
Hybrid Working

Value

Future-proofing



The 4th Industrial Revolution



The Fourth Industrial Revolution Impacts



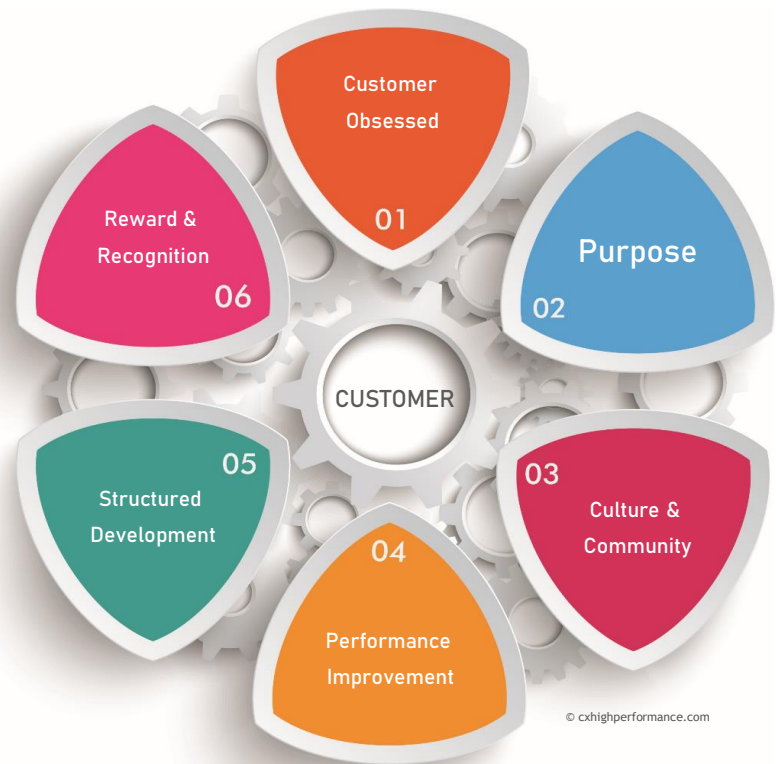
Hybrid Working

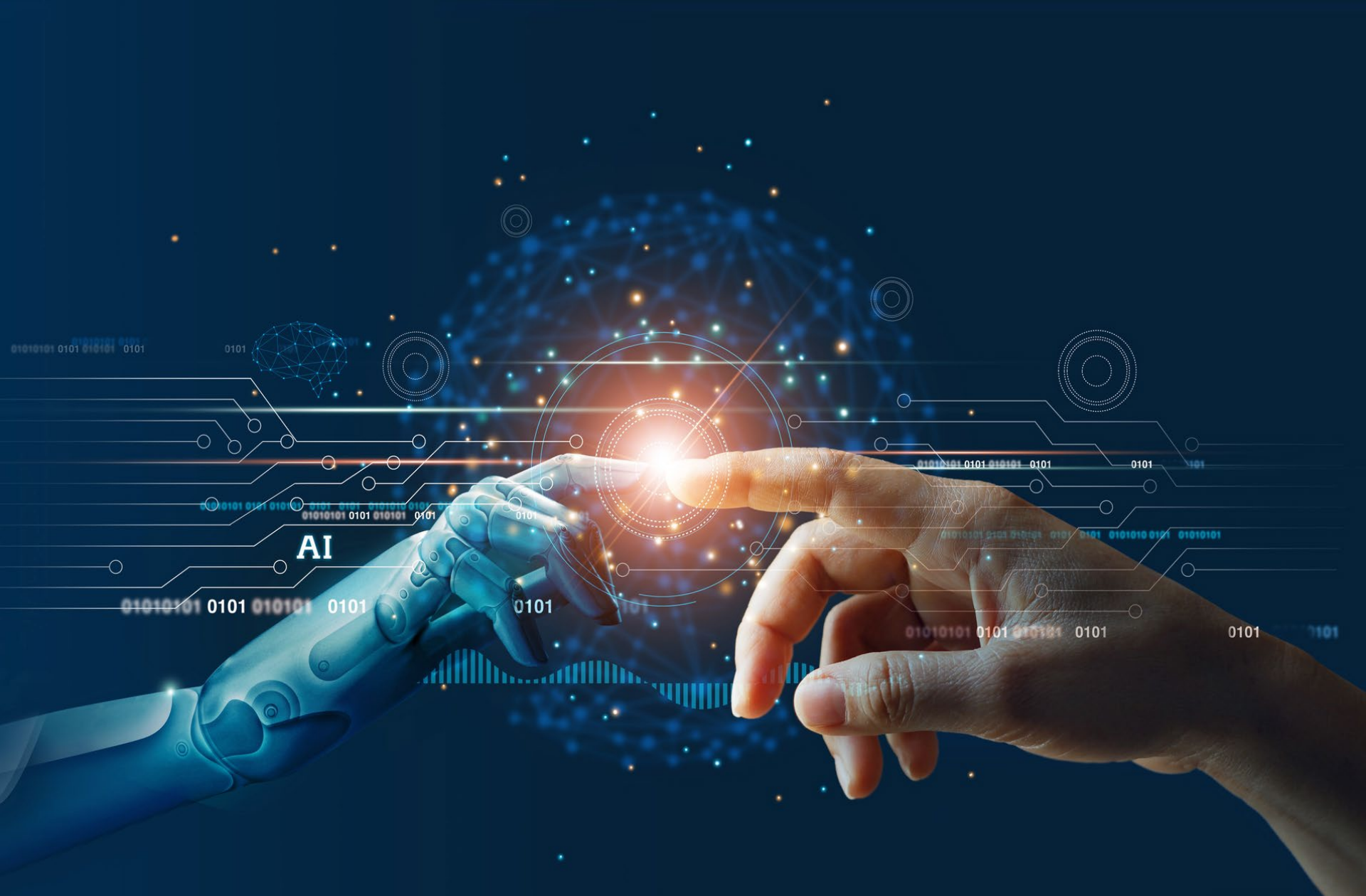




The CX Employee Engagement Framework[©]

- ❑ The proven model for employee engagement that links CX and business performance
- ❑ Six quantifiable dimensions provide a complete view of the organisational CX engagement and capability based on 45 integral indicators





Today's Take-aways

1. Revolution
2. Hybrid sustainability
3. Understand real value
4. CX Employee Engagement Framework[©]







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