

MANAGING SEASONAL PEAKS

PANDEMIC PARALYSIS
BEATING YOUR CUSTOMERS
FRONT LINE FRONTIERS

Pandemic Paralysis







"Due to the pandemic, we are experiencing longer delays than usual"

As a customer - calling an organisation today - how would you feel if you heard this IVR message?

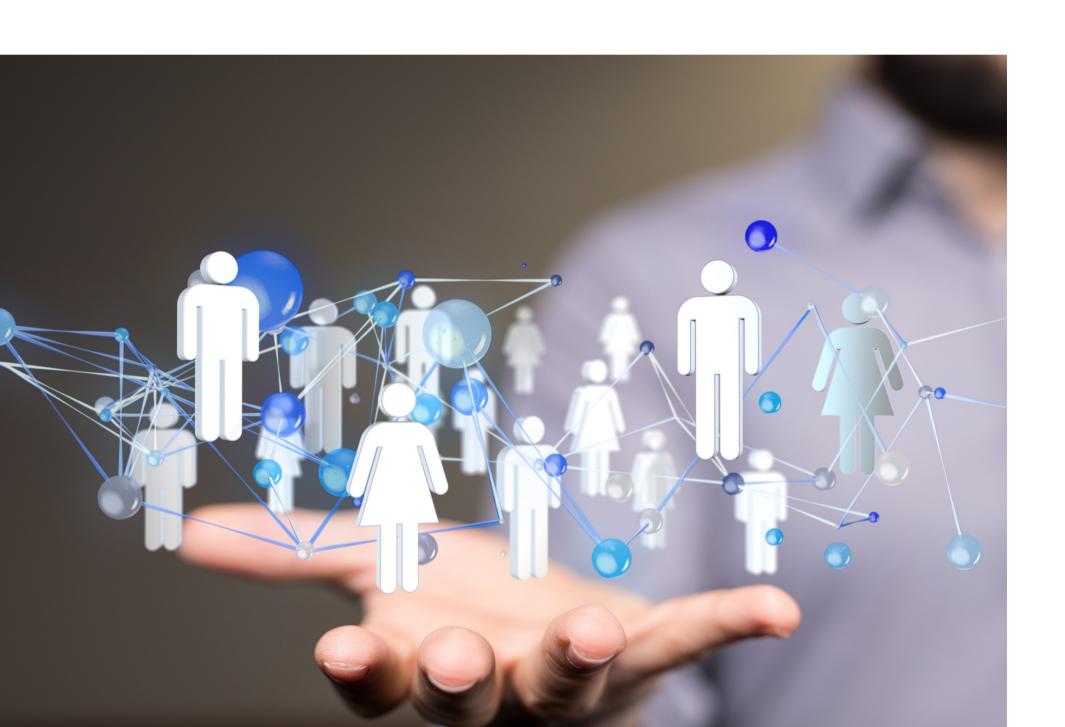
Beating your customers

Use data to pre-empt your customers' next move - prepare for it!

Meet their needs before they recognise them as needs - provide a pro-active, effective experience



Front Line Frontiers



"Service, in short, is not what you do, but who you are. It's a way of living that you need to bring to everything you do if you're to bring it to your customer interactions."

Betsy Sanders

- 1. Hire right
- 2. Equip
- 3. Empower



THANK YOU

KATIE STABLER CULTIVATE CUSTOMER EXPERIENCE BY DESIGN



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