

Compelling Vision = CX Success

The creation of a compelling customer experience vision is increasingly important to business success and you have a key role to play. Many organizations find it difficult to create an effective customer experience vision, but it is a fundamental step in creating a customer-centric enterprise.



Adopting a customer experience vision is often impaired by the organization's inability to communicate to its employees the necessary changes that accompany that vision.

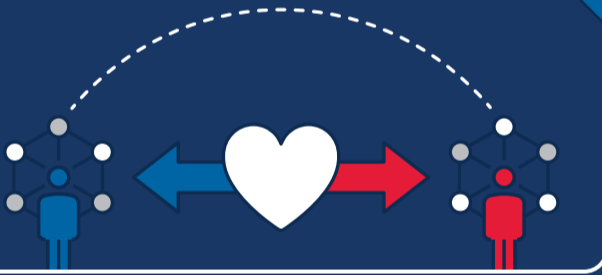


How to build a successful CX Vision?

STEP 1

Build an emotional connection

Create a customer experience vision that has an emotional connection with both your customers and your employees.



STEP 2

Deliver customer value that sets you apart

Your vision must demonstrate value to your customers with a value proposition that differentiates you from your competitors and shows that you know what your customer wants.



STEP 3

Make it simple!

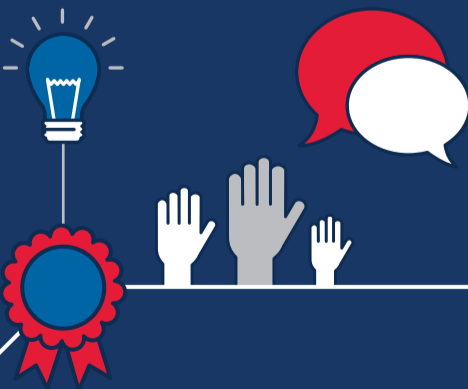
Develop a vision that is simple and intuitive. It needs to concisely state the purpose and be easy to understand.



STEP 4

Be committed

Your vision must show commitment and set employee and customer expectations. Appoint the right people to lead the initiative, establish the right communication channels to encourage successful adoption of your vision.



Are you driving the customer experience evolution in your business?

Gartner is at the forefront of the latest customer experience thinking and best practices.

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