5 WAYS TO FLIP THE SCRIPT ON EVOLVING CX

BY
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1

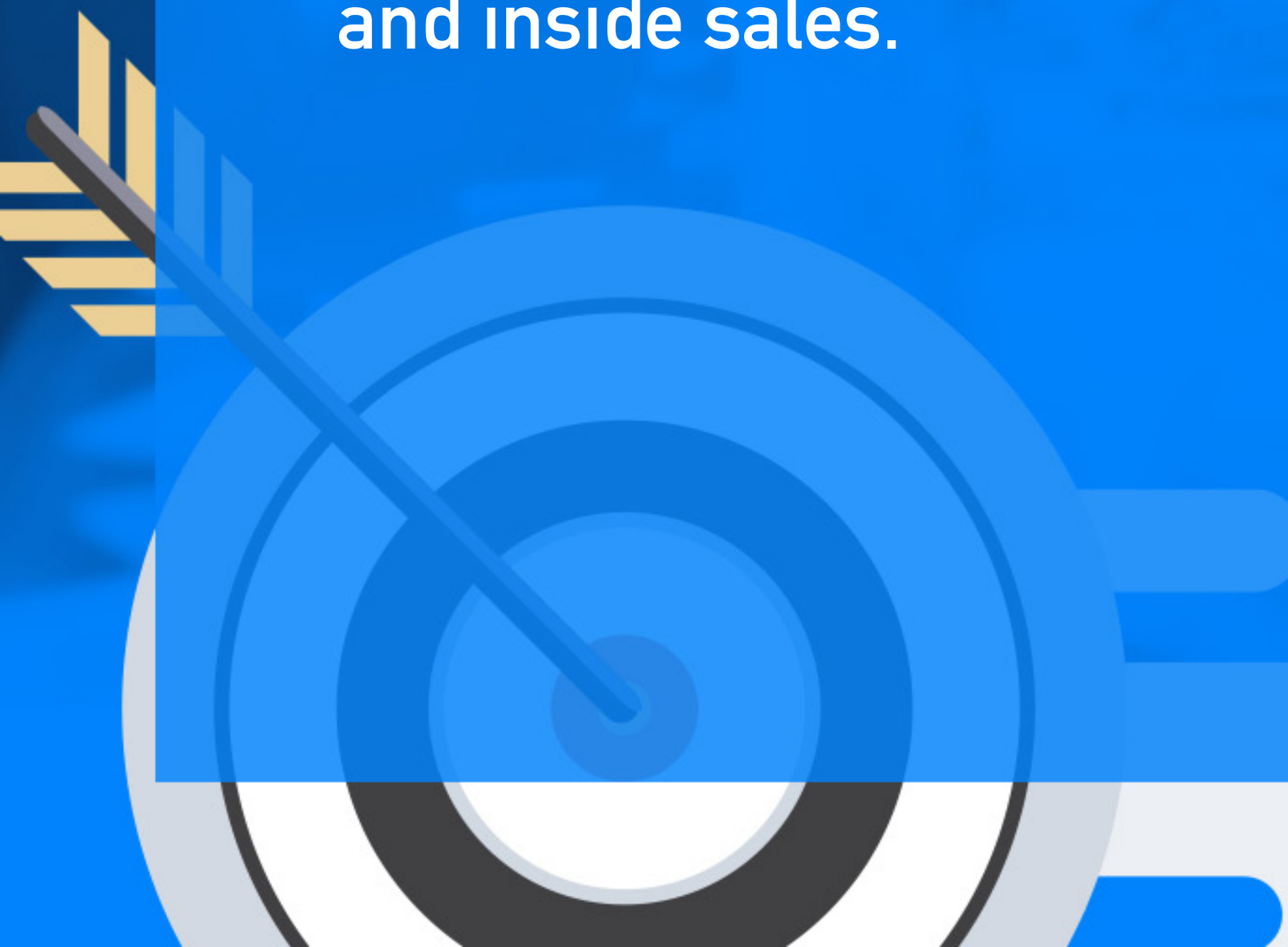
LISTENING ACROSS THE ORGANIZATION.

At AGI, we recognize that we need everyone's input on how we're doing with CX: Customer Service, Technology, Manufacturing, etc.

2

INVESTING IN TRAINING.

At AGI, we've focused on delivering training on CX, conflict management and inside sales.



3

FOSTERING ONGOING COMMUNICATION.

The old is new again! We've brought back lunch 'n learns, group meetings and feedback sessions with the people who are on the ground.

4

ASSESSING CX ASSUMPTIONS AGAINST REALITY.

As leaders, we recognize we need to be reviewing an appropriate number of customer service calls on a weekly basis to make sure our vision of CX aligns with reality.

5

LOOKING FOR OPPORTUNITY.

At AGI, we've identified opportunities to provide better CX and ultimately achieve growth based on Customer Service input. It's important to take their feedback, step back and look for opportunities to continuously evolve.