

5 ways to deliver a better customer experience in your contact center



1 Take feedback about how well you deliver customer experience and listen to the feedback in the proper context.



2 Make it about the customer's pain and not about someone or something the organization.



3 Don't fixate on what went wrong and blame. Instead, focus on what to do differently next time.



4 When something goes wrong, look in the mirror.



5 When you have a conversation about the brutal truth, check in to make certain changes are occurring.

Learn more: <http://www.cxglobalmedia.com/5-ways-to-deliver-a-better-customer-experience-in-your-contact-center>