



The Top CX Feedback Management Strategies



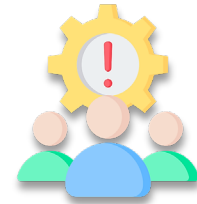
The 3 Step Feedback Management Process



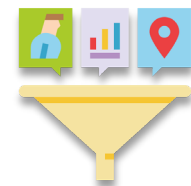
Democratize
CX Feedback



Take Alert Management
To The Next Level



Tell Stories & Take Action
From CX Feedback



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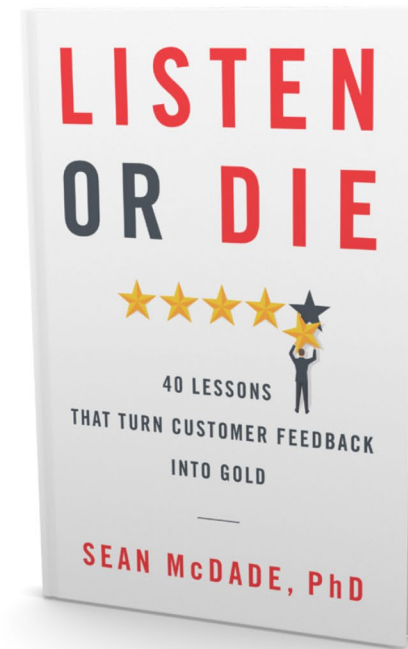
Listen or Die

40 Lessons That Turn Customer Feedback Into Gold

LESSON #1



**EVERYONE WANTS TO BE
CUSTOMER-CENTRIC, BUT NO
ONE KNOWS WHAT THAT MEANS.**



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