

CS VS CX



CUSTOMER SERVICE



CUSTOMER EXPERIENCE

When there is a question, issue or problem	Customer interaction	Throughout the whole customer journey
Transactional	Type of relationship	Experiential
Reactive	Approach used	Proactive
CSAT	KPI	CLV, NPS
CS department	Ownership	Entire company

Act Practice Compare Customer Service

Padhraic Smyth



Act Practice Compare Customer Service:

The Electronic Health Record for the Physician's Office for SimChart for the Medical Office - E-Book Amy DeVore, 2015-11-12 The Electronic Health Record for the Physician's Office for SimChart for the Medical Office E Book

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Daily Labor Report, 1998-03

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