

**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

**O García**



## **Act Practice Compare Customer Service:**

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