

# Public note

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(An Experience API is) a service boundary around customer journeys as an extension to business capabilities. With this approach, we model customer workflows into reusable, channel-agnostic APIs.

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Found on Customer Experience APIs: The missing layer | by Hany Elemery  
| navalia | Medium on 2022-05-13 09:39:48.

Tags: #api #api-ux #api-design