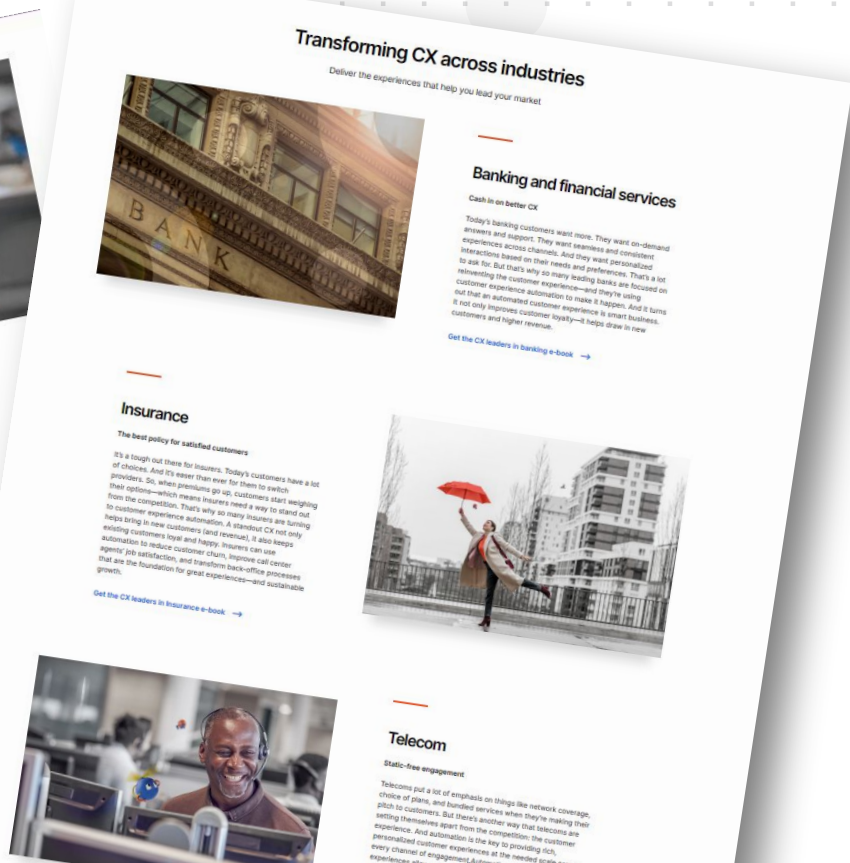
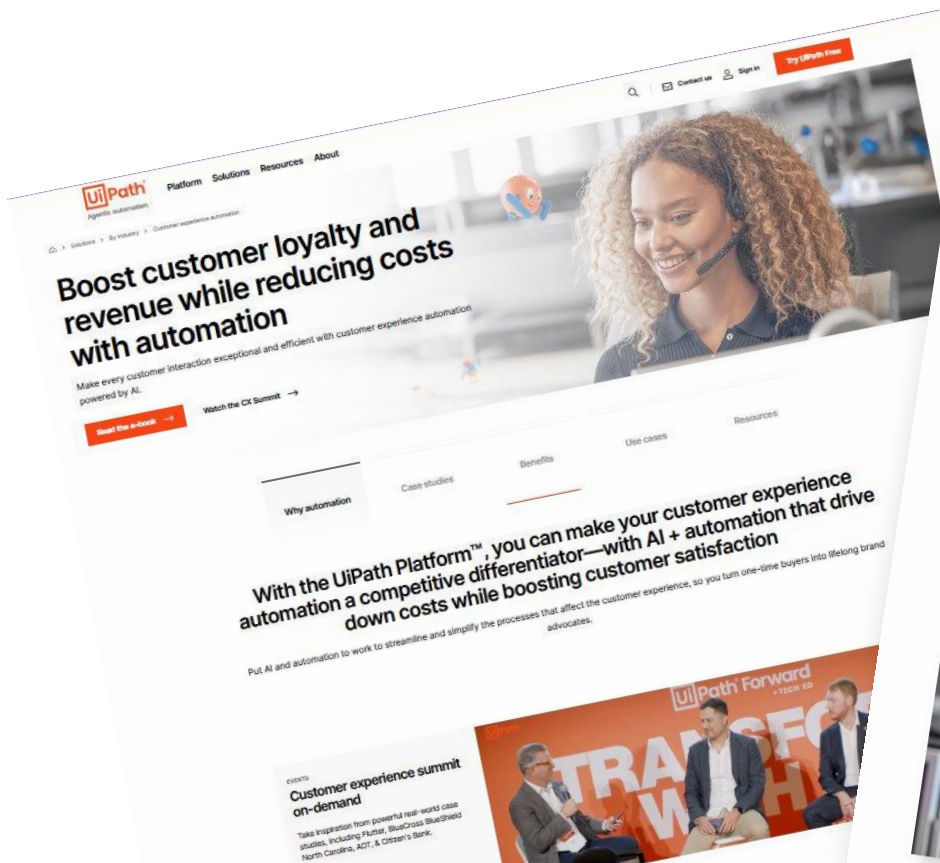


Customer Experience across Industries

Marketing Content



NEW Customer Experience webpage



<https://www.uipath.com/solutions/industry/customer-experience-automation>

Customer Experience: IDC Analyst Brief

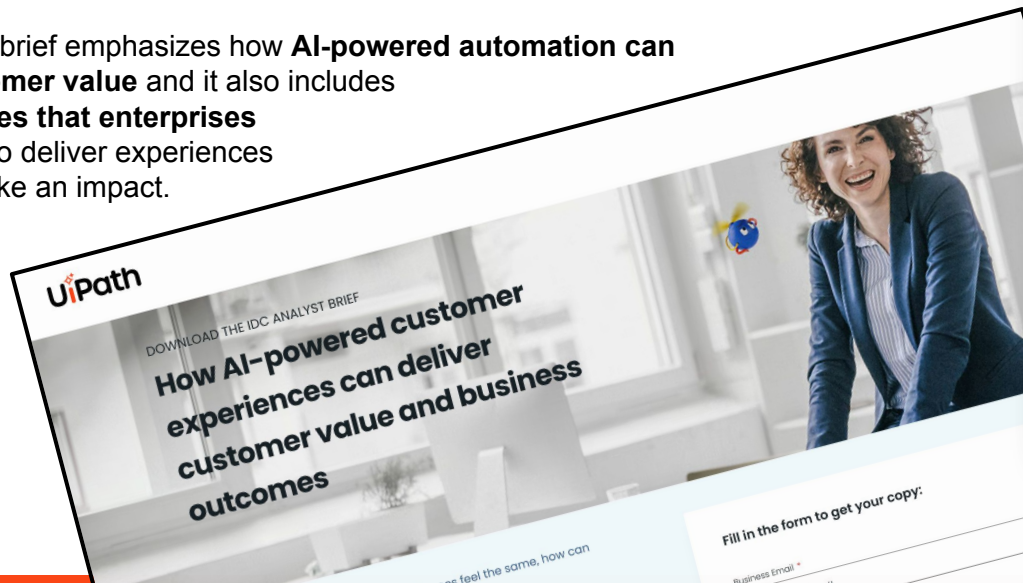
How AI-powered automation can boost customer value


NEW IDC Analyst Brief on customer experience use cases (in English)

Audience: Top of funnel asset for customer experience leaders across all industries

Intro: Digital experiences are table stakes in the digital economy and have raised the threshold for enterprises to differentiate. IDC's seminal 2023 Future of Customer Experience Scorecard found that the enterprises surveyed are still "developing" and that only 11% of them globally are at an advanced stage of customer experience (CX) maturity.


This analyst brief emphasizes how **AI-powered automation can boost customer value** and it also includes **four practices that enterprises must adopt to deliver experiences that truly make an impact.**






Customer experience in Healthcare


Making better service the prescription for success





The Foundation of Innovation

Customer experience in Banking

How AI-powered automation transforms the customer experience




The Foundation of Innovation

Customer experience in Insurance

Putting a premium on personalized service and support



Customer experience in Utilities

Generating better engagement with AI-driven automation

