

Transforming Customer Experiences

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Every Face Tells a Story



Bridging the Gap in Customer Satisfaction

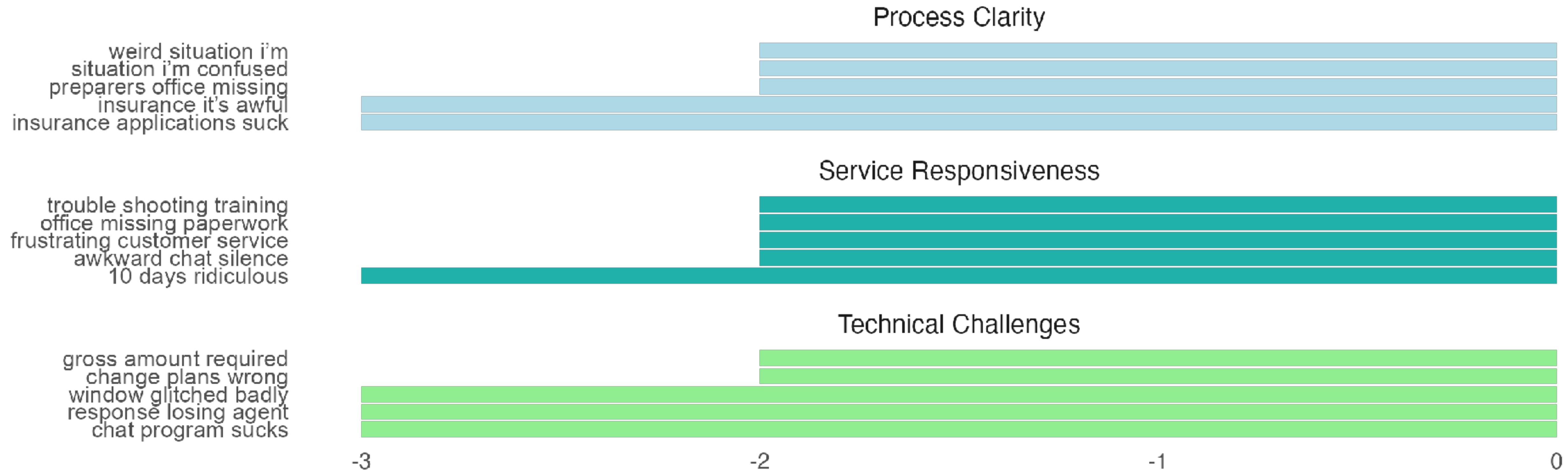
NPS: 68

Goal: 90

Understanding Customer Sentiment Matters

- Building Trust
- Responsiveness
- Customer-Centric
- Quality Service

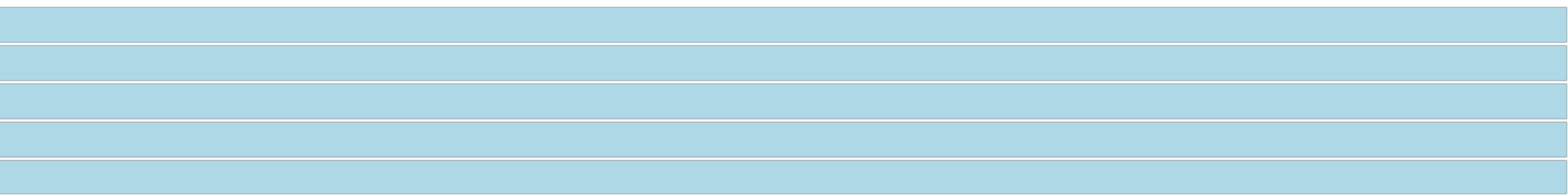
Current State of Customer Satisfaction



Challenges Identified in Customer Feedback

Process Clarity

trouble shooting
single negative
plans wrong
missing paperwork
complicated mess



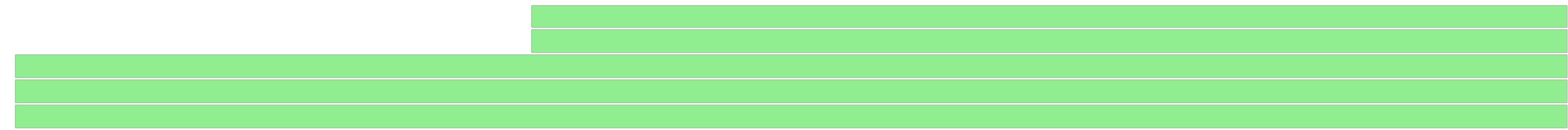
Service Responsiveness

office missing
incredibly frustrating
incredibly confusing
awkward chat
it's awful



Technical Challenges

chat errors
automated nonsense
glitched badly
bad tech
applications suck



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Evidence of Customer Dissatisfaction

The application process is confusing.

The process is not user friendly, it wastes an enormous amount of time.

Shorter hold times on phone if possible.

Having documents rejected without explanation is really frustrating and unhelpful.

Your website/chat software is hot garbage.

Make the website more user friendly, It's too confusing.

Process Clarity

Service Responsiveness

Technical Challenges

Turning Feedback into Opportunities for Growth



Strategic Steps to Improve Customer Experience

- Technical Challenges
 - Enhance Technical Support and User Interfaces
- Process Clarity
 - Streamline Health-Related Services and Communication
- Service Responsiveness
 - Implement Continuous Training

Your Role in Elevating Customer Satisfaction

- Collaborate
- Refine
- Implement

Thank You for Your Commitment

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