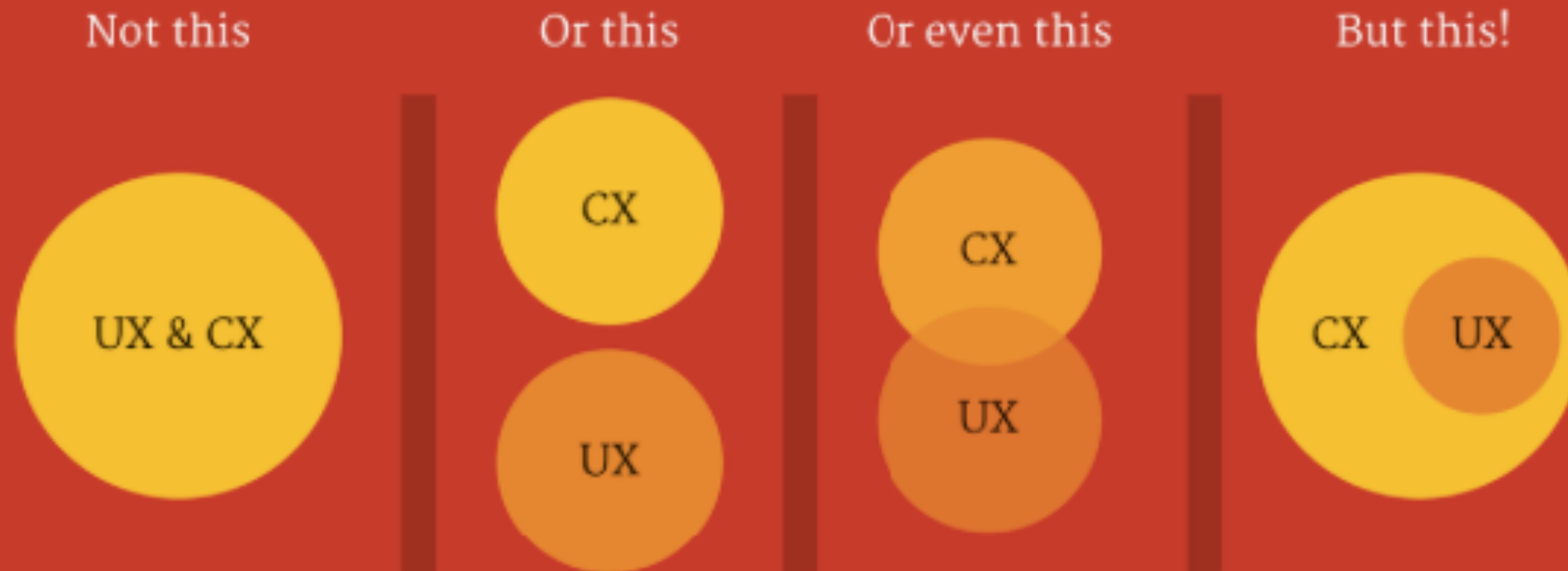


ÁTFOGÓ CUSTOMER EXPERIENCE

Boros Norbert. The Cave

A felhasználó csatlakozott ügyfél

The user experience is



Mi történt a felhasználókkal?

**Több választási
lehetőségük lett**

Túl sok opció?

A panaszkodás új hangja



@HVSVN




Don't fly @BritishAirways. Their customer service is horrendous.

 Promoted by

9/2/13, 7:57 PM

Dell lies. Dell sucks.

June 21, 2005 by Jeff Jarvis

 Tweet 5

 Like 44

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[118 Comments »](#)

Dell lies. Dell sucks

: I just got a new Dell laptop and paid a fortune for the four-year, in-home service.

The machine is a lemon and the service is a lie.

I'm having all kinds of trouble with the hardware: overheats, network doesn't work, maxes out on CPU usage. It's a lemon.

But what really irks me is that they say if they sent someone to my home — which I paid for — he wouldn't have the parts, so I might as well just send the machine in and lose it for 7-10 days — plus the time going through this crap. So I have this new machine and paid for them to FUCKING FIX IT IN MY HOUSE and they don't and I lose it for two weeks.

DELL SUCKS. DELL LIES. Put that in your Google and smoke it, Dell.

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Mások sikere

**Mi a közös a vezető digital
vállalatokban?**

“True customer obsession”

**“Focus on the user and
everything else will follow”**

“Truly understand customer needs”

“If you're competitor-focused, you have to wait until there is a competitor doing something. Being customer-focused allows you to be more pioneering.”



**Nem csak trendi
startupok terepe**



Government
Digital Service



Ha ennyire
nyilvánvaló, miért
nem csinálja
mindenki?

Mert a változás nehéz.

**Marathon,
not a sprint**

**bit.ly/ugyfel-
centrikus**



Thank you!

Get in Touch

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