

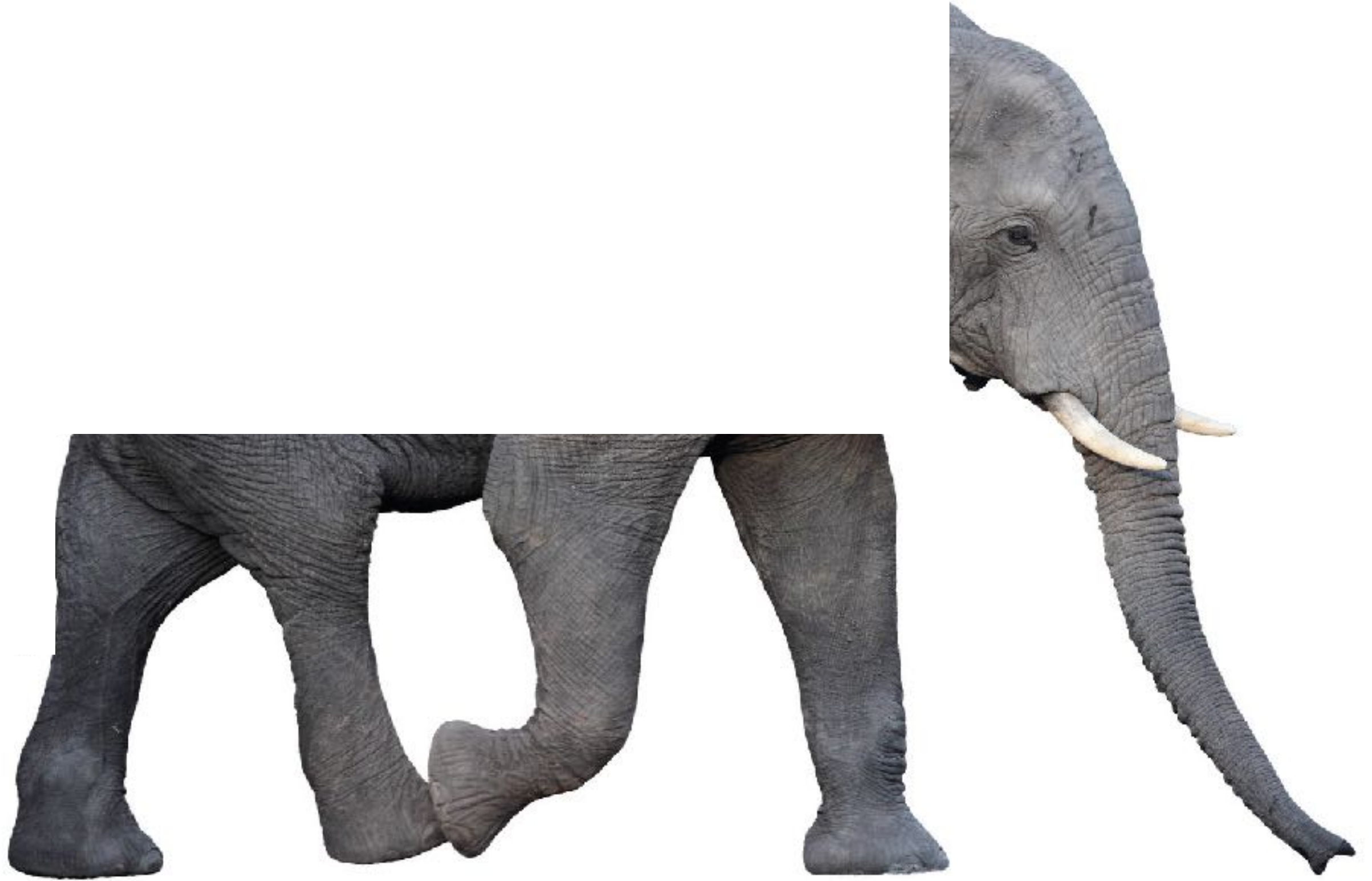
Az elefánt a szobában

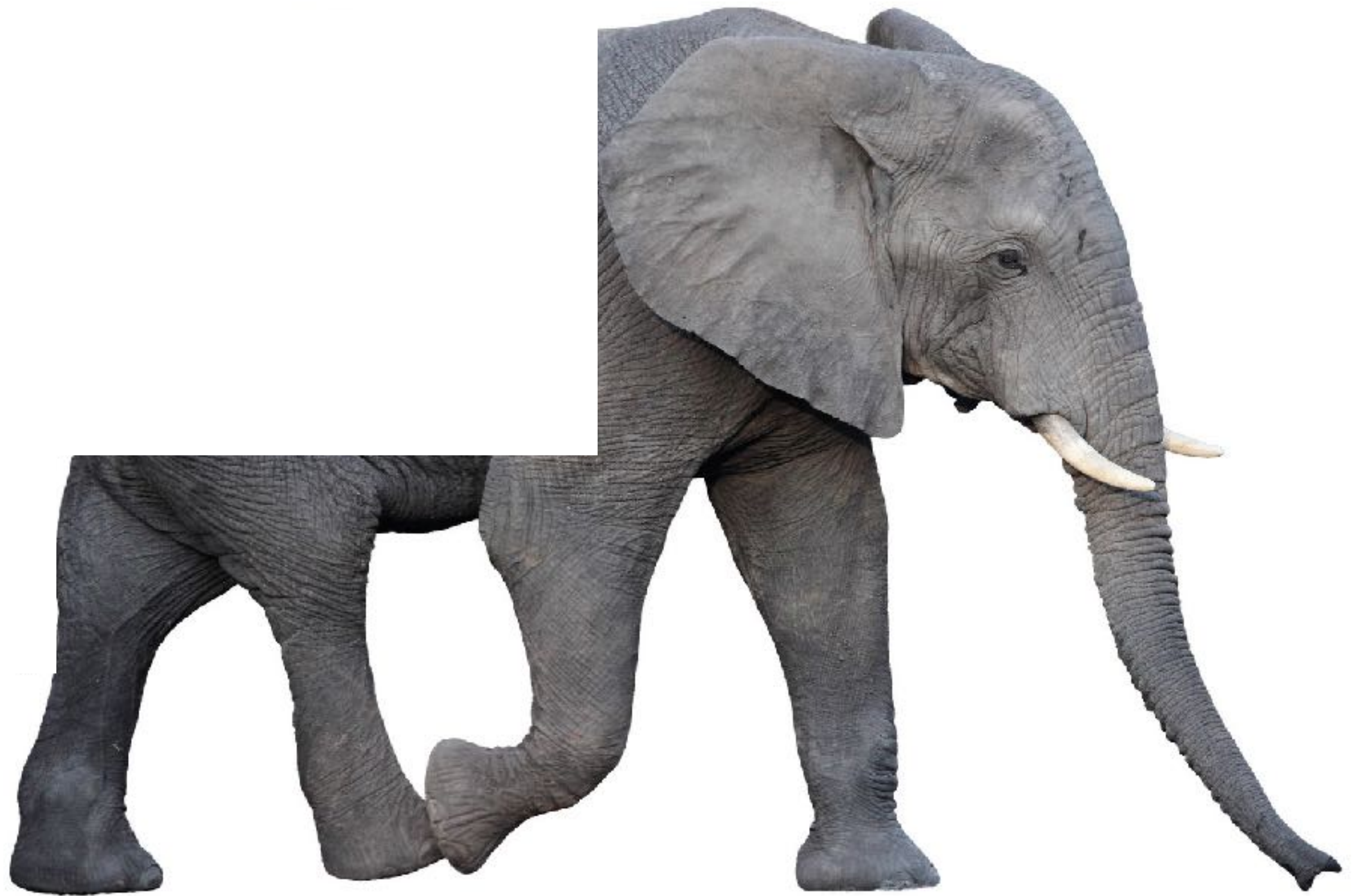
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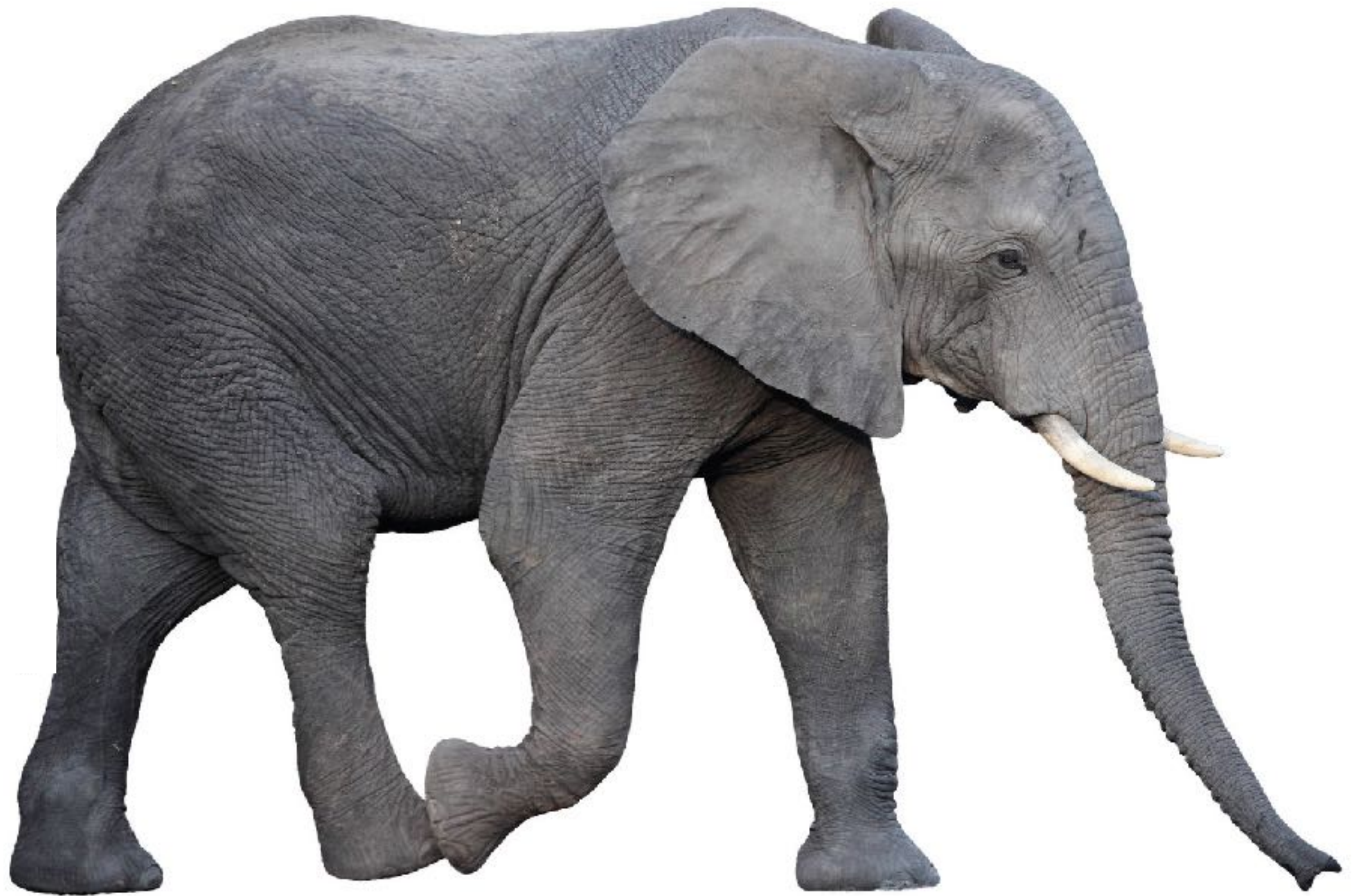


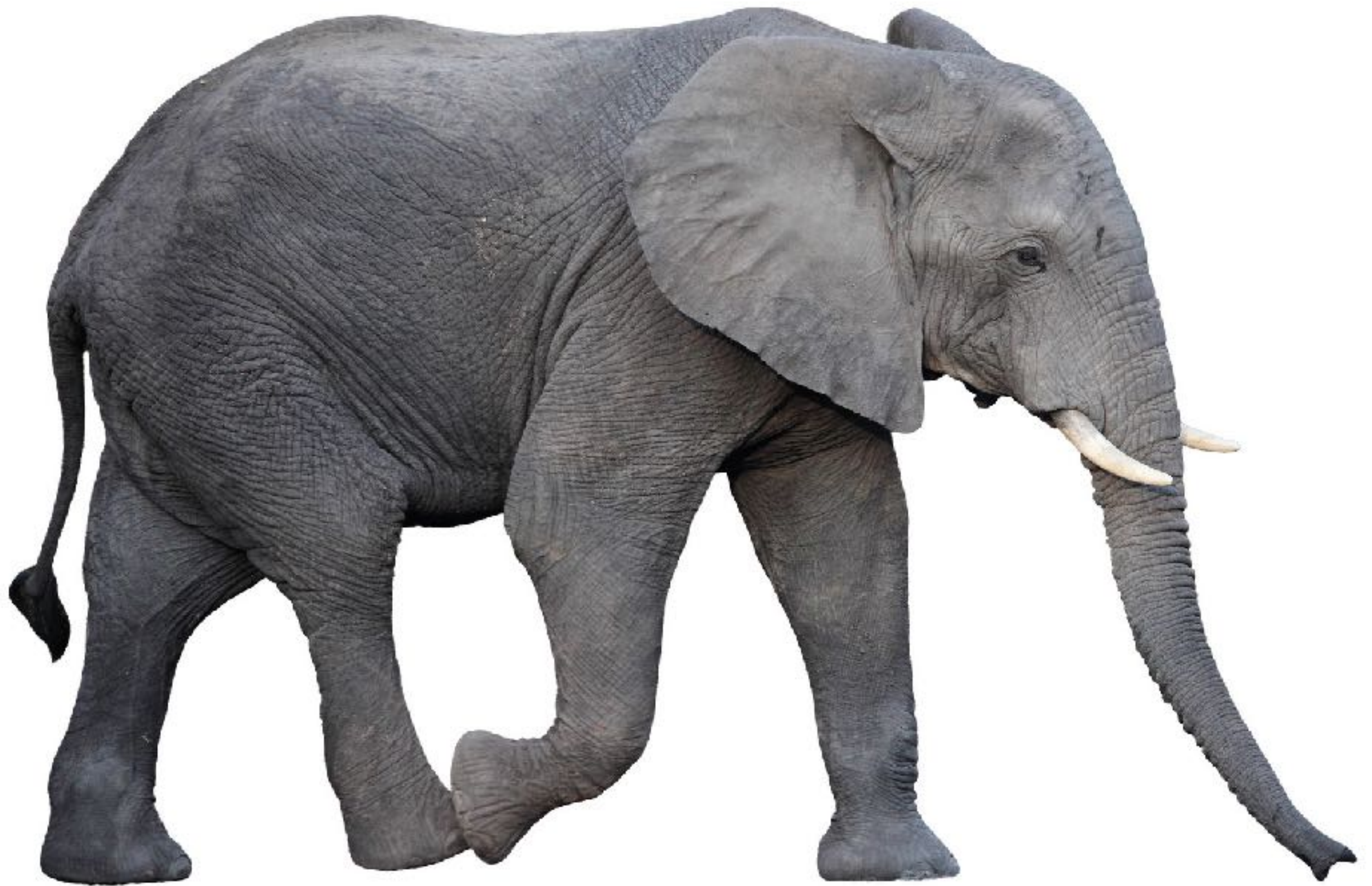












Az ügyfélművelés pillérei



Az ügyfélművelés pillérei



Customer Centric Culture



Az ügyfélművelés pillérei



Customer Centric Culture



**Voice of Customer
Customer Insight &
Understanding**



Az ügyfélélmény pillérei



Customer Centric Culture



**Voice of Customer
Customer Insight &
Understanding**



**Organizational Adoption
Accountability**



Az ügyfélművelés pillérei



Customer Centric Culture



Customer Experience Strategy



**Voice of Customer
Customer Insight &
Understanding**



**Organizational Adoption
Accountability**



Az ügyfélművelés pillérei



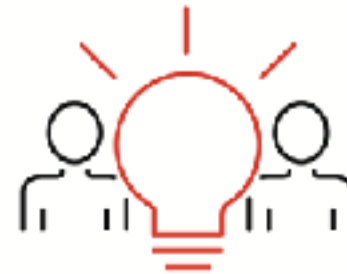
Customer Centric Culture



Customer Experience Strategy



**Voice of Customer
Customer Insight &
Understanding**



**Experience Design,
Improvement &
Innovation**



**Organizational Adoption
Accountability**



Az ügyfélművelés pillérei



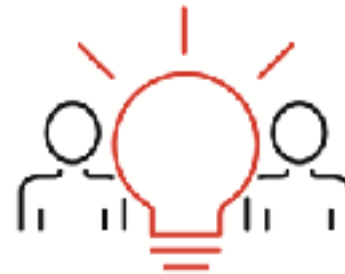
Customer Centric Culture



Customer Experience Strategy



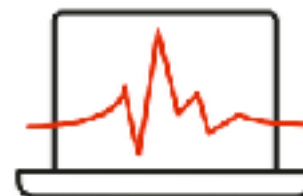
**Voice of Customer
Customer Insight &
Understanding**



**Experience Design,
Improvement &
Innovation**



**Organizational Adoption
Accountability**



**Metrics,
Measurement &
ROI**

















**Az ügyfélművelés a legfontosabb versenyelőny.
Mert nem másolható.**



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