

PANEL: Inside the Call Center



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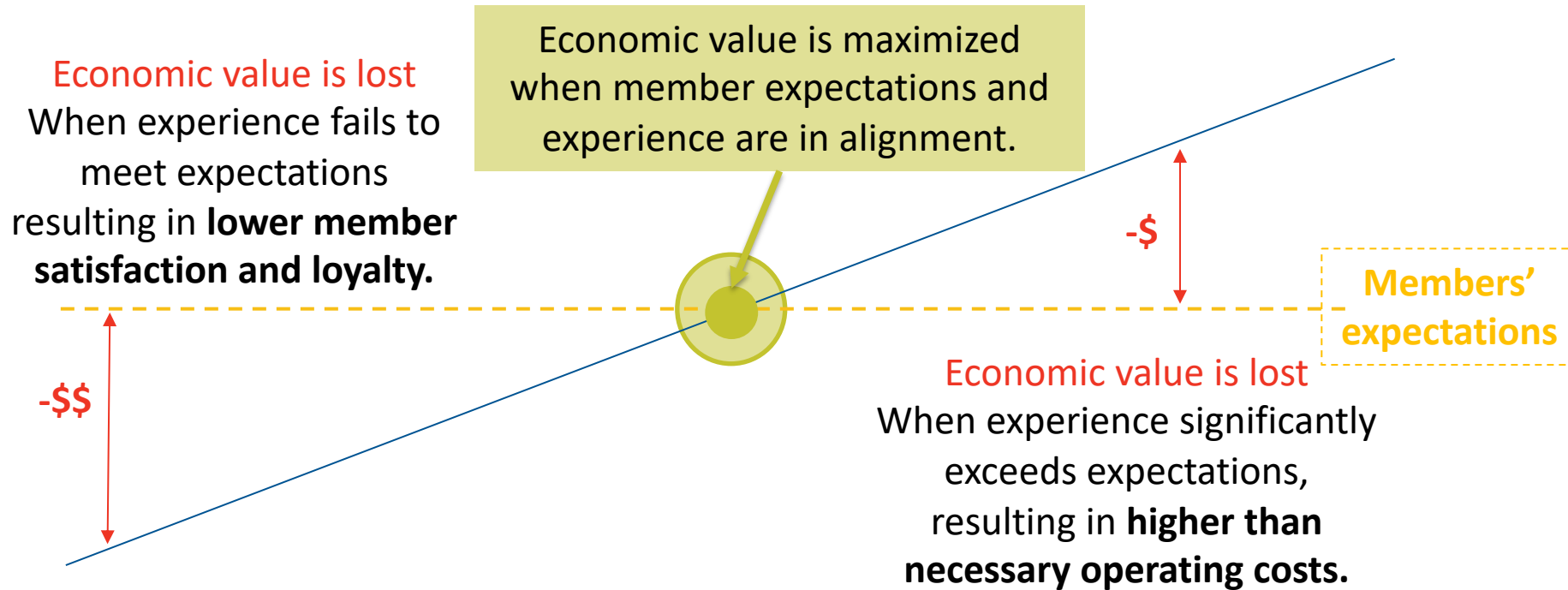
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INSIDE-OUT & OUTSIDE-IN

Contact center experience



Member experience is about striking the right balance



Source: "How much is customer experience worth?" KPMG. 2018.

Categories

Contact
Center Role

Agents'
Experience

Members'
Experience

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Trends

Metrics