Accelerating the journey to proactive, AI-infused customer experiences

The survey indicated that 25% of respondents believed AI will play a more significant role in their customer experience (CX) this year than in the past. However, barriers to proactive CX include lack of available budget (22%), skills gap (18%), and lagging technology infrastructure (19%).

Verizon Consulting Services experts can help organizations overcome these challenges and deliver next-generation CX. These are:

- Improving interactions across channels
- Evolving from reactive to proactive CX
- Technology challenges
- How Verizon can help

Where leaders see CX making the most difference

Improving interactions across channels

- Personalization
- Cybersecurity
- Strengthening connection that empowers customers and employees.

What leaders are looking for

- What are the most important outcomes for or improvements to your organization’s customer experience (CX) challenges?
- To access this and other resources, visit verizon.com/cxsolutions.

To explore more resources, please visit verizon.com/cxsolutions, or contact your local Verizon representative to learn more.