

Today's Top CX Trends

What You Need to Know



QMATIC

Jeff Green • CEO



Effortless Experiences

Eliminate Friction



Trend #1

SEAMLESS SCREEN-TO-SCREEN



Trend #2

SELF HELP IS HERE TO STAY



Trend #3
SPEED COUNTS

TRANSLATE the trends

Content

Convenience

Culture

Cost



Scott Langdon

@scotylang

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#LiveTweeting from the #PennDot #DMV in Neshaminy, PA. Tons of folks on Sat of course. Really organized, though. Auto voice calling numbers

10:35 AM - 13 May 2017



Bree

@breemakesart

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Wow. At the #nydmv office near Herald square and it's actually a pleasant experience! 🙌 to a friendly, efficient staff! #nyc

LIKES

2



6:58 AM - 14 Apr 2017



Lance Neuhauser

@LanceNeuhauser

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I commend you #NYDMV on 31st. Friendly folks, organized, technology proficient, clean. Well done.

LIKE

1



9:07 AM - 4 May 2016



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