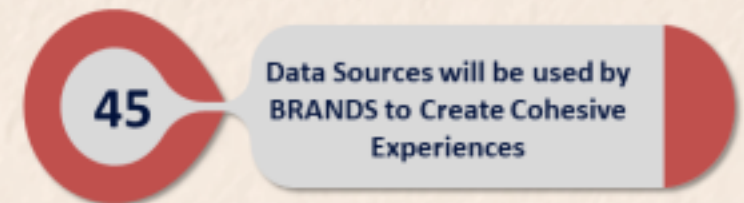
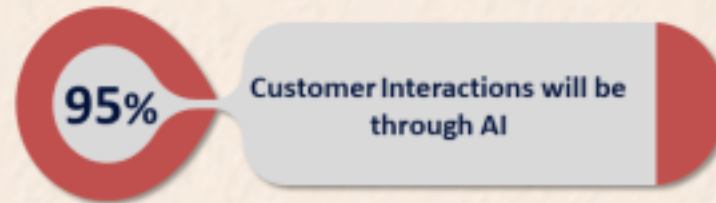
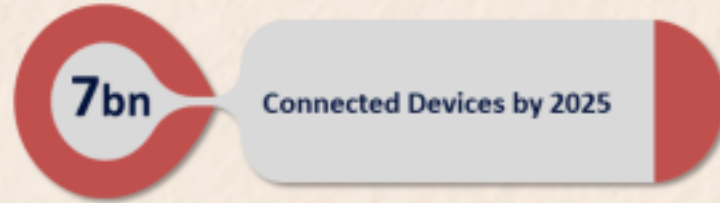


CUSTOMER EXPERIENCE - 2025



CX TRENDS – OUR PREDICTIONS

Omni-Channel Communication will reign Supreme



Hyper-Individualized Experiences



IoT will Revolutionize Logistics



AI will Enhance Conversations b/w Brands & Customers



Extreme Focus on Mobile Experience



AR/VR will give an additional Push to DIY Service & Repair