

Win the hearts of your customers.

TRANSFORM HOW YOUR EMPLOYEES SERVE YOUR CUSTOMERS.



THE EXPERIENCE IS THE KEY TO LOYALTY

Customer Experience, or CX, is the way to win the hearts and minds of customers in today's competitive marketplace. Set your company apart from the competition through the experience your employees deliver. You will gain both happier customers and employees. However, CX is about more than just being nice or having a good-looking marketing campaign.

ELEVATE THE CUSTOMER EXPERIENCE

Every interaction a prospect or customer has with your company influences their perceptions – from your website to the installation scheduling process to how their bill is delivered.

Pivot will collaborate with your team to create a customized CX program with ongoing tracking and accountability. Our metrics prove that the changes we help you make have a positive impact on your bottom line, your customer satisfaction, and your employee culture.

If you're ready to transform your customers into loyal, raving fans, Pivot is here to help you.

Take a look at the steps we take you through on your journey to a better Customer Experience >>

WHERE DO YOU WANT TO GO?

If you're looking to transform how you serve customers, we are ready to partner with you on that journey. Let's talk.

Contact Jeremy Graves or Aaryn Slafky to start the conversation.

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Let us help you take these steps to deliver an amazing CX

1

FOUNDATION

Inspire all employees to get on board with a better CX.

2

JOURNEY MAPPING

Find out how to better serve customers by mapping out their journey and perceptions.

3

EXPERIENTIAL DESIGN

Design meaningful touchpoints that meet the standards of the CX program you set.

4

ACCOUNTABILITY

Coach employees on the CX standards set. Measure the impact of the program.

5

REINFORCEMENT

Keep everyone on track and motivated while seeking additional ways to improve your company CX.

HERE'S WHY PIVOT IS THE BEST CHOICE IN CX:

- In-depth understanding of the broadband industry
- Rural broadband's first certified CX professionals
- Years of experience focusing on CX best practices
- A scientific approach to research and data-collection practices
- Accountability programs to ensure your teams are performing well
- Clear, valuable reporting of findings with actionable data

