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Data-Driven Customer Experience Transformation Mohamed Zaki,2025-04-03 We are living in an experience driven economy where the customer's experience is paramount and even beloved brands risk losing market share due to a single negative customer experience. In our technology led omnichannel environment one of the biggest risks for brands is a lack of consistency in their customer experience across digital, physical and social channels. Data driven Customer Experience Transformation provides insights and frameworks for creating delightful customer experiences across all three channels by leveraging data and the latest technologies. Using cutting edge research from the Cambridge Service Alliance at the University of Cambridge this book explores the importance of omnichannel customer centricity across all sectors and takes you on a journey from setting your strategy through designing and managing your customer experiences in real time. It explores how AI can be used to identify opportunities and predict engagement as well as how to use data to understand customer loyalty, forge stronger customer relationships and drive growth. By combining academic rigour with real world examples from leading companies such as Microsoft, KFC and Emirates Airline this book is the ultimate guide to designing and implementing an exceptional data driven customer experience across all channels whether you work in B2B, B2C or public services.

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