

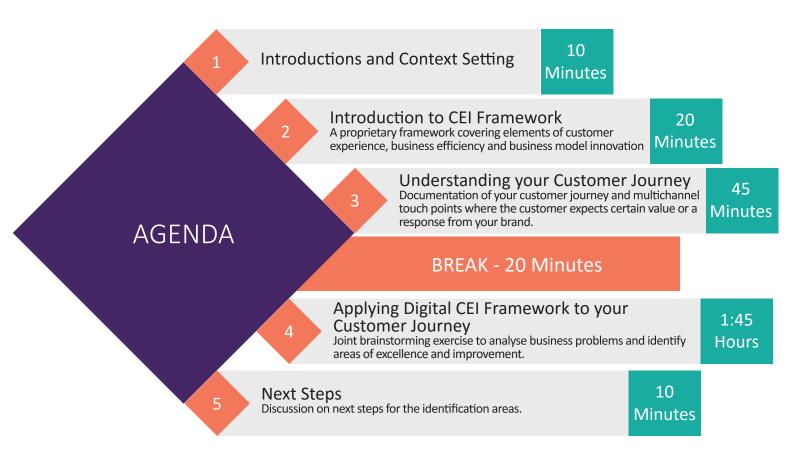


Genesys and Happiest Minds Presents The Customer Has Arrived: Digital Transformation Workshop

The aim of this complementary workshop is to bring together brilliant minds from your team, Genesys and Happiest Minds to brainstorm and come up with ideas which can add significant value to your customer experience, business efficiency resulting in an increase in customer loyalty, revenues, profits, cross sales and up-sales. This analysis would be done through a scientific method and proprietary framework developed by Genesys and Happiest Minds called 'CEI Framework' (CEI – Customer Experience, Efficiency and Innovation).



9:00 to 12:30 or 13:30 to 17:00



What will we achieve at the end of this Workshop?

A high level Analysis Report produced by Genesys and Happiest Minds covering areas of improvements and possible solutions within the elements of Customer Experience, Business Efficiency and Business Innovation across multi channel touching your customer journey