Customer Experience Update

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October 29, 2019

Customer Experience (CX) is about sum-total of all of the interactions of a customer's journey
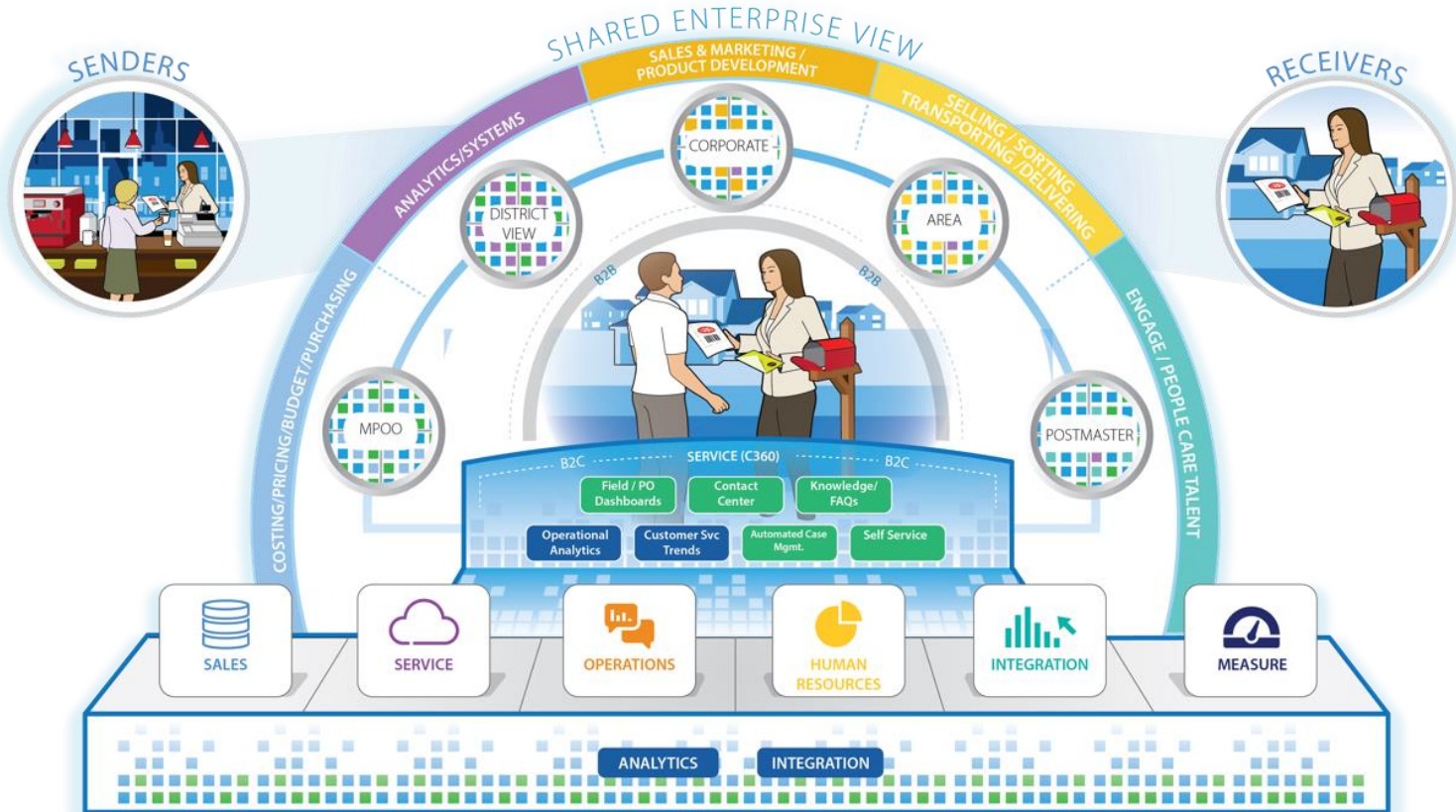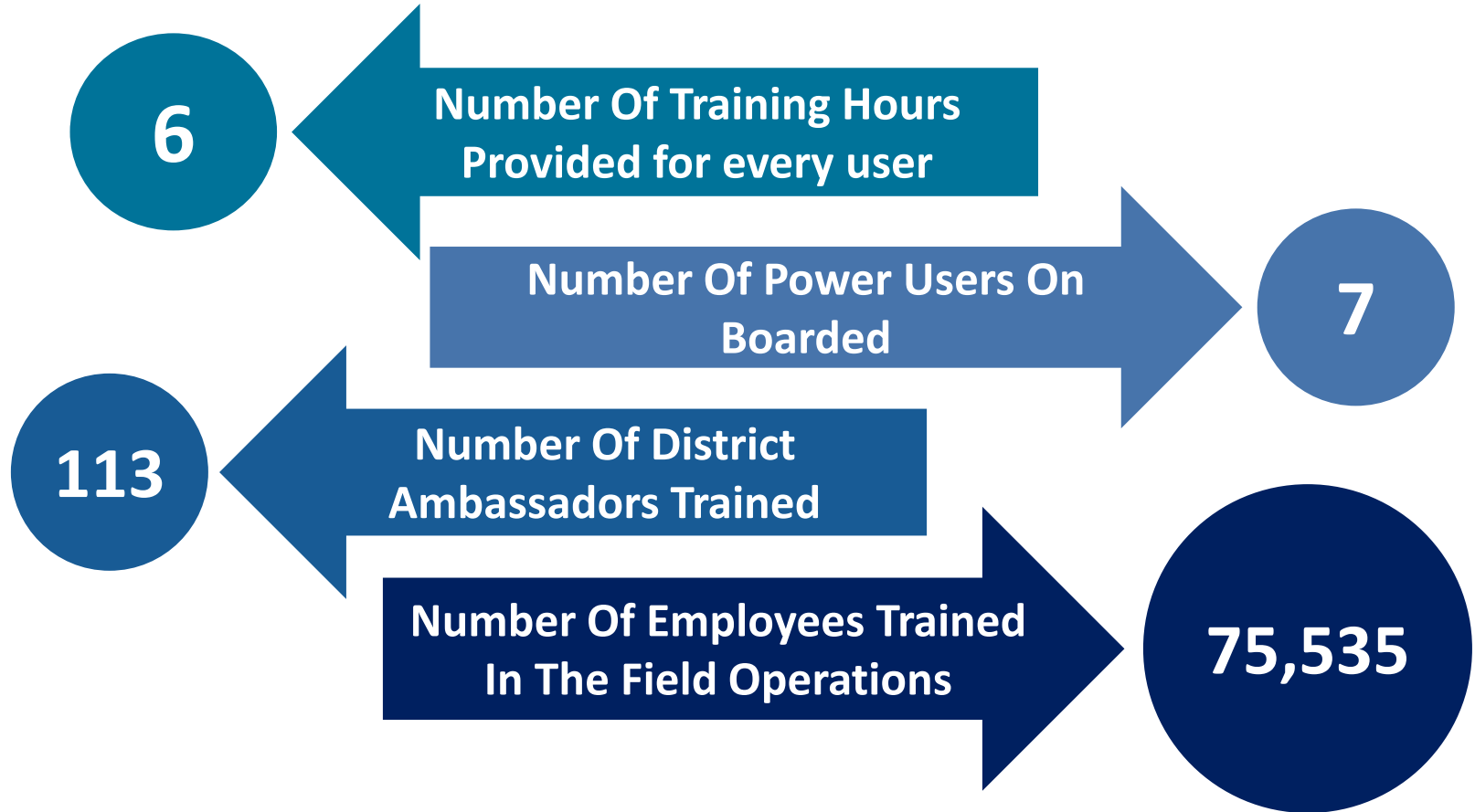

"It is the sum-totality of how customers engage with your company and brand, not just in a snapshot in time…"
— Harvard Business Review

As part of building **a world class customer experience**, in FY20, the CX office aims to deliver on the values and experiences our customers expect from the Postal Service in a digital economy.

Improve the Customer Care Centers

Utilize Customer Insights to Drive Consistent and Reliable Experiences

Enhance the Issue Resolution Process

Improve the Customer and Employee Experience

6 — Number Of Training Hours Provided for every user

Number Of Power Users On Boarded — **7**

113 — Number Of District Ambassadors Trained

Number Of Employees Trained In The Field Operations — **75,535**

In FY20, we will **improve the overall customer satisfaction** for the customer **issue resolution experience** by expanding C360 capabilities and using CX and operational data to engage with the field.

FIRST CONTACT AND QUALITY RESOLUTION

STREAMLINING CUSTOMER INQUIRIES

OPTIMIZING CASE ROUTING