

SurveySensum announced the 2020's Top 150+ CX Thought Leaders and Influencers

Meet the Heroes of Customer Experience



Singapore, Jul 22, 2020 (Issuewire.com) - SurveySensum, a Global Customer Experience Platform announced Top 150 Customer Experience Thought Leaders and Influencers of 2020.

SurveySensum recognized the customer experience and customer service leaders who have impacted the most to the Customer Experience domain and redefined it with their remarkable contributions. They have a strong digital and social presence, published podcasts and articles, received awards, gave keynotes, authored books, and coached and consulted businesses around the world.

Composition and Selection Process

The global list includes prominent CX leaders and influencers from the USA, Middle East, India, Vietnam, Singapore, Australia, Malaysia, Sweden, Netherlands, Russia, New Zealand, South Africa, the UK, and more.

The top 150 Customer Experience Thought Leaders and Influencers were evaluated on.

- Contribution (clarity, completeness, and effectiveness) of the CX content
- Consistency and quality of Customer Success Community
- Contribution to the CX discipline

[Click Here](#) to visit the full list.

Why is it significant?

Customer Experience emerges as a key brand differentiator in recent times. In the post-pandemic world, it would be even more important for organizations to understand how customer experience is changing. It is not only about your product quality, pricing, or customer service, but the overall experience that your customer takes away from your brand is what helps in business growth and revenue boost.



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