Shine on CX Show - Boosting productivity to enhance customer experience

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Podcast

Episode 7: Boosting Productivity to Enhance Customer Experience with Paul Murphy

In this episode of the Shine on CX Show, Claire Boscq sits down with our CEO, Paul Murphy, to dive into the powerful connection between productivity and customer experience (CX). Paul sheds light on how enhancing productivity within an organisation directly influences the quality of CX, creating a ripple effect that benefits both employees and customers alike.

Together, they explore practical steps businesses in Jersey can take to streamline processes, invest in technology, and measure success in ways that resonate with customers' expectations.

Whether you're a business leader or CX enthusiast, this conversation provides valuable insights into balancing productivity and customer satisfaction for long-term success.

Listen to the full episode here.