



Navigating The Future: CX And EX Trends Of 2024



The world's innovators are setting higher experience expectations — leaving little patience for poor performance. In fact, one-third of consumers switched brands in the past year after a negative customer experience.

To help businesses innovate and optimize customer engagement, we've gathered five industry experts to explore the five trends that will accelerate customer and employee experience in the year ahead — allowing you to meet and exceed these new engagement expectations.