



Top Customer Experience Trends In 2024 And Beyond



A customer experience (CX) renaissance is coming. Not only do customers expect more relevant interactions across seamless end-to-end journeys, but artificial intelligence (AI) is on the verge of disrupting nearly every aspect of the customer and employee experience. Genesys has partnered with thought leaders across the industry to identify five developing trends that CX leaders can harness to reimagine experiences — and build a competitive advantage.