







People

Staff interactions and professionalism, crucial in sectors like retail and food services, where personal touch significantly affects customer experience.

Services

Additional offerings that enhance the customer's experience, which are particularly important in industries like hospitality and travel, where extra services are typically the key source of competitive edge.

Speed

Efficiency of product or service delivery, a critical factor in industries like fast food and logistics, where time is of the essence.

Resolutions

A company's ability to address oustomer issues effectively, vital in sectors including finance and athome shopping, where resolving problems swiftly and satisfactorily ensures customer trust and retention.

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