



October 1, 2019 | #CXDay2019

## COFFEE CHAT QUESTIONS

Take some time to reflect on your biggest CX success story this year. What made this effort so successful for your business and your customers? Thinking about your own role in this success, what are you most proud of?

What's your biggest CX-related regret? What problem persists, and why? Is there a different way we might approach this problem to affect change?

2020 is shaping up to be a year of uncertainty. How can we continue to show the ROI of CX and help our leaders sustain their focus on our customers?



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