



Experiencia al Cliente **Incluyendo lo que el Cliente no Ve**

Inspirar clientes

El objetivo del escaparate de Intelligent Coffee Experience es inspirar a los clientes dentro de su travesía, es decir, convertirse de clientes fortuitos a embajadores de la marca a través de experiencias extraordinarias.

Customer Experience

Retenga y genere compromiso con clientes empoderados. Cree una experiencia online y offline combinada. Haga recomendaciones inteligentes.



Improve customer retention

↗ 7.2



Customer Satisfaction Index

↗ 4.6



Experience Management

Transforme a los clientes en fanáticos a través de combinar datos de experiencia y de Operación.

Obtenga retroalimentación constante del cliente para mejorar los productos y servicios en tiempo real. Mida la satisfacción del cliente.

Sarah



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Net Promoter Score

Sustainability

Deleite a los clientes al transparentar la sustentabilidad y ética de su compañía y sus proveedores.

Intelligent Enterprise

Mejore la eficiencia al automatizar los procesos de negocios impulsados por datos. Estremezca a los clientes al predecir inteligentemente las demandas y ofrecimientos de productos únicos y personalizables a través de modelos de negocios innovadores.

Revenue Forecast

↗ 24.5

Service Tickets

↗ 23%

Partner Cafés

+23



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Experience Management

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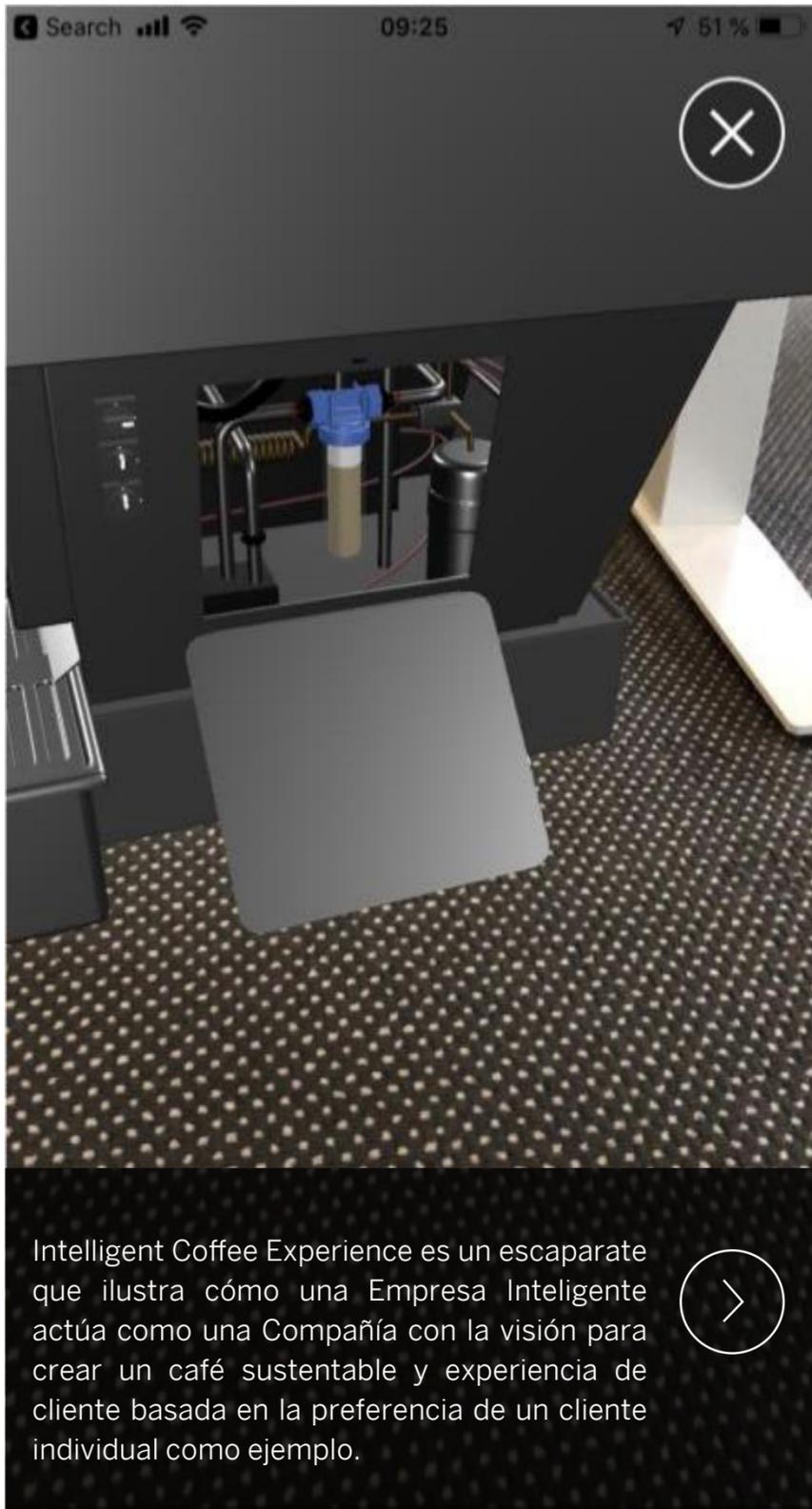
Customer Data Management

Provea privacidad de datos y construya relaciones basadas en confianza y consentimiento.



Improve customer retention

↗ 7.2



Al hacerlo, explica cómo redefinir la experiencia de cabo a cabo basada en SAP C/4HANA, la Plataforma Digital y las tecnologías inteligentes incluyendo Machine Learning, chatbots, analítica avanzada, IoT, plataformas y Big Data en un argumento de punta a punta.

Aunque **Intelligent Coffee Experience** no es un proceso de producto exacto, sus componentes individuales subyacentes y soluciones se basan en nuestros productos.

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