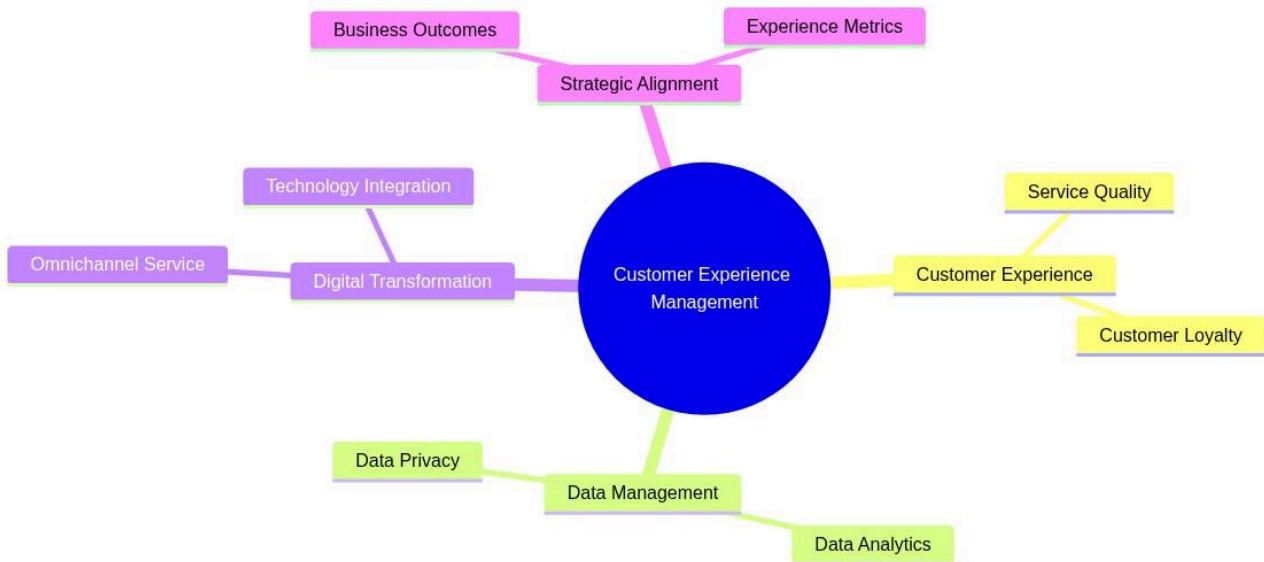


Advanced Professional Certificate in Customer Service for the Automotive Industry

# Customer Experience Management



mindmap

```
root((Customer Experience Management))
  Customer Experience
    Service Quality
    Customer Loyalty
  Data Management
    Data Analytics
    Data Privacy
  Digital Transformation
    Omnichannel Service
    Technology Integration
  Strategic Alignment
    Business Outcomes
    Experience Metrics
```