

Customer Service Career Development Program

The customer service career development journey defines the milestones that can be achieved on the path to becoming a customer experience leader.

Customer Service Junior Practitioner (CSJP)

Undergo the **Employee Customer Service Training**. This training covers 3 core modules that give you a foundation in what customer service is, how to create value for customers and the customer service code of conduct

LEVEL 01



LEVEL 02

Customer Experience Professional (CCXMP)

Undergo the **Certified Customer Experience Management Training (CCXMP)**. This training covers 8 core modules that give you an in-depth understanding of customer service processes and key competencies needed by customer experience professionals.

Strategic Customer Experience Manager (SCXM)

The training covers the key customer experience management competencies needed at each stage of the customer life cycle with emphasis on strategic actions and practical tools for achieving them. The training gives customer experience managers and executives the tools needed to conceive, implement and measure customer experience in an organization.

LEVEL 03



Visit our website for updated information and pricing or email us at info@cxtouchpointsgroup.com

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