BLACKBIRD FOR TRAINING

Data Analysis for Customer Experience

27 September – 1 October 2027
Milan (Italy)



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Introduction

In today's competitive business environment, enhancing customer experience CX is a crucial factor for success. Customer feedback is one of the most powerful tools for gaining insights into customer preferences, behaviors, and pain points. However, analyzing this customer data effectively is the key to making informed decisions that can significantly improve customer satisfaction. This 1-week course is designed to equip participants with the knowledge and skills necessary to analyze customer data, uncover actionable customer insights, and make data-driven decisions that enhance customer experience. Participants will gain practical experience in using CX analytics to understand their customers more deeply and improve overall satisfaction.

Course Objectives

By the end of this course, participants will be able to:

- Understand the significance of data analysis in enhancing customer experience CX.
- Learn about various customer data sources and the methods for effective data collection.
- Master data analysis techniques for uncovering customer insights and addressing customer pain points.
- Gain the skills to visualize and present customer data to drive impactful, actionable results.
- Apply data-driven decision-making to enhance customer satisfaction and improve overall CX.
- Understand how to measure the impact of customer experience improvements through CX analytics.

Course Outlines

Day 1: Introduction to Data Analysis for Customer Experience

- Understanding the Role of Data Analysis in CX: Explore the importance of customer insights in shaping customer experience strategies.
- Overview of Customer Data Sources and Types: Learn about the different sources of customer feedback, such as surveys, reviews, and social media.
- Introduction to Data Analysis Tools and Techniques: Get familiar with the tools and techniques used in CX analytics to uncover valuable insights.



Day 2: Data Collection and Preprocessing

- Effective Data Collection Strategies: Learn how to gather accurate customer feedback and customer experience data.
- Data Cleaning and Preprocessing Techniques: Understand how to clean and preprocess customer data to ensure it is consistent and reliable.
- Ensuring Data Quality and Consistency: Explore the importance of maintaining high-quality customer data and standardizing information.

Day 3: Customer Segmentation and Profiling

- Importance of Customer Segmentation: Learn how segmentation enhances your ability to target the right customers with personalized strategies.
- Methods for Customer Segmentation: Explore different customer segmentation techniques based on customer insights and behaviors.
- Creating Customer Profiles for Targeted Marketing: Learn how to develop customer profiles that guide effective marketing and service strategies.

Day 4: Analyzing Customer Journeys

- Mapping Customer Journeys: Explore how to map customer journeys to understand the touchpoints and pain points along the way.
- Identifying Pain Points and Opportunities: Use CX analytics to uncover areas for improvement in the customer journey.
- Applying Data Analysis to Improve Customer Journeys: Leverage data insights to optimize each stage of the customer experience.

Day 5: Data Visualization and Reporting

- Visualizing Customer Data for Insights: Learn how to use data visualization techniques to present customer insights clearly.
- Creating Impactful Dashboards and Reports: Discover how to create actionable customer feedback reports and dashboards for decision-makers.
- Communicating Data-Driven Insights to Stakeholders: Learn how to effectively communicate your findings and recommendations to stakeholders to drive customer experience improvements.



Why Attend This Course? Wins & Losses!

- Mastering CX Analytics: Gain an in-depth understanding of CX analytics, including how to analyze customer feedback and leverage it to improve customer satisfaction.
- Improving Decision-Making: Learn how to make data-driven decisions that will directly impact the customer experience and enhance service quality.
- Practical Skills: Acquire the skills to visualize and present customer insights effectively, helping your team or organization make actionable improvements.
- Targeted Marketing and Personalization: Learn how to segment your customer base for more personalized marketing strategies using customer insights.
- Enhancing Customer Loyalty: By analyzing customer feedback and addressing pain points, you can build stronger customer relationships and loyalty.

Conclusion

This Customer Experience and Data Analysis course is an essential learning opportunity for anyone looking to understand and improve customer satisfaction through customer insights and data-driven decision-making. By mastering the techniques of CX analytics, you will gain valuable skills in collecting, analyzing, and presenting customer feedback, allowing you to create more personalized, impactful experiences for your customers. Whether you are in customer service, marketing, or business operations, this course will provide you with the tools to transform your approach to customer experience analysis. Don’t miss the opportunity to enhance your organization's ability to deliver exceptional customer service based on actionable customer insights.

Sign up today to start transforming your customer experience strategy!

