

# Pracowniki

Customer Experience



Dr. J. K. Rowling. My book is  
a story of a young girl who  
is a wizard and goes to  
a magic school.

Our company is a leading  
provider of IT services  
worldwide. We are  
committed to providing  
the best customer experience  
possible. Our focus is on  
customer service.





The page is ..

... i c... i o Dy... m c i w - Com... x...  
s m... w - o y... m c s... i... i o s sue i... i of i s... i...  
co... i s i s... e su s i... i o mu... i... s

The organization needs



f

**Maturity assessment**

Oxford Customer Services  
- the company's customer service  
operations.

**Internal benchmarking**

Oxford Customer Services  
system of internal benchmarking  
to improve efficiency.

**Industry and cross industry benchmarking**

Oxford Customer Services  
uses industry and cross industry  
benchmarking to improve  
performance. Please see our  
website for more information.

**Custom reporting**

Customer service  
reports and summaries  
are available. For more  
information, please see  
our website.

**Workshops**

Oxford Customer Services  
workshops are available  
to help improve  
customer service. For more  
information, please see  
our website.

**Tailored training**

Oxford Customer Services  
tailored training is available  
to help improve  
customer service.

## Software capabilities

MVT, ...s

P...z...o

Tr...

...m...o

G...m...m...

...y...cs...fi...

Cus...om...z...o

Pr...C...ck...Pls

V...su...ws...fo...y...c...

Ro...i...s...m...ss...o...s

...i...o...

...c...PI

Pl...i...o...fo...y...cs...m...i...o...-...y...sof...w...

...oo...Mi...k...Pr...fo...m...i...o...us...-...O...T...x...Cus...om...D...

O...T...x...D...i...ss...Mi...i...m...D...M...i...o...

O...T...x...W...l...i...o...CM

## OpenText Web integrations CM

...s...o...us...OTD

Co...x...ur...i...o...w...i...o...i...O...T...x...Co...W...

O...m...z...o...i...ows...us...s...o...c...y...c...i...x...m...si...w...su...s