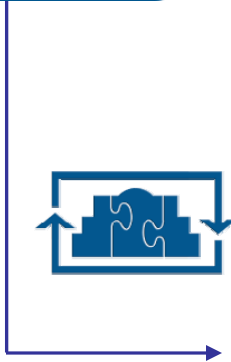


## Online Customer Experience Model Subscription



**Subscription Description:** This subscription (OCEM) service examines both direct and in-direct factors that have an impact on customer perception of satisfaction, including touch-points, best/worst practices, influencers and perceptions, “perception altering” events, and service quality and customer service. This subscription is based on a primary research study or market survey conducted with 1000+ business decision-makers across size of business and industry. Unique analysis and commentary on the latest business customer services including installation, maintenance, troubleshooting, escalation procedures, web interface, web-based services, and more are explored within this subscription.

**PRICE:** US \$30,000 for 12-month Corporate-wide Access

For more information, contact us at [info@compassintelligence.com](mailto:info@compassintelligence.com)

### Key Topical Areas Include:

- Positioning to Sell Mobility
- Online Customer Experience Trends
- Customer Satisfaction Topics
- SMB Customer Experience
- Enterprise Customer Experience
- Verticals: Customer Experience
- Ranking of Vendor Websites
- Analysis of Key Vendors
- Ranking of Vendor Websites
- Primary Research on OCEM
- Plus More