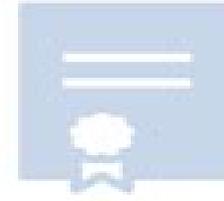


DEVELOPING A SOLID CUSTOMER SUCCESS STORY



SIGNS THE STORY WILL BE GOOD THE COMPANY

- ▶ **Has a Chief Customer Officer**
59.2% of successful companies have CCOs
- ▶ **Uses multiple customer interaction channels**
Successful companies use more than 2x the number of channels vs. all others
- ▶ **Integrates channels with omnichannel**
50% of successful companies use omnichannel
- ▶ **Uses artificial intelligence**
60.8% of companies are using or planning to use AI; successful companies will use 2x or more AI technologies by 2021 vs. all others



HOW TO DEVELOP A GOOD STORY

RESEARCH, PLAN

SELECT SOURCES

CONDUCT
INTERVIEWS

ANALYZE & WRITE

REVIEW & REVISE

KNOW THE COMPANY

DEVELOP QUESTIONS

PLAN FOR OBJECTIONS

PLAN FOR GRAPHICS

WHO SHOULD YOU
INTERVIEW?

INSIDE AND OUTSIDE
THE COMPANY

IN WHAT ORDER?

ASK QUESTIONS
DIFFERENT WAYS

BE SKEPTICAL

GET HARD DATA

COVER LEADERSHIP,
TECHNOLOGY,
SUCCESS DATA

ANALYZE NOTES,
DATA POINTS

FILL IN GAPS

OUTLINE FIRST!

DON'T BURY
THE LEAD

REVIEW WITH PEERS,
CUSTOMER

WILL READERS CARE?

EVERYONE NEEDS
AN EDITOR

Success With C

R Sandford



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