

Which Business Leaders are Ready to close the Engagement Capacity Gap?

67%

Two-thirds of leaders are highly confident their company can provide exceptional customer experiences in 2023. Why?

Because in 2022 they focused on key engagement areas...

85%

interacted on digital channels

Over 50%

increased budgets for messaging, social channels and chatbots

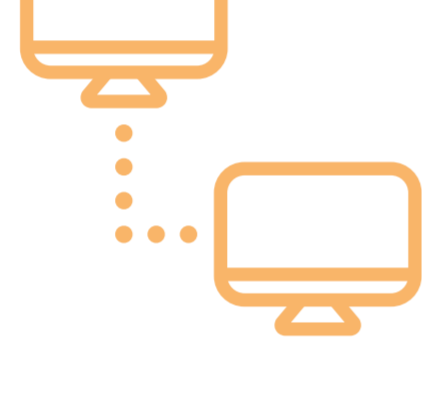
After rolling out digital solutions in 2022, your highly confident CX peers are...

3.2x more likely to be highly effective at digital channel engagement

2.9x more likely to successfully implement CX automation strategies

2.8x more likely to improve experiences using customer feedback

Despite their high confidence, 2023 still presents real concerns for business leaders



Operating via a remote workforce



Budget cuts or cost reductions

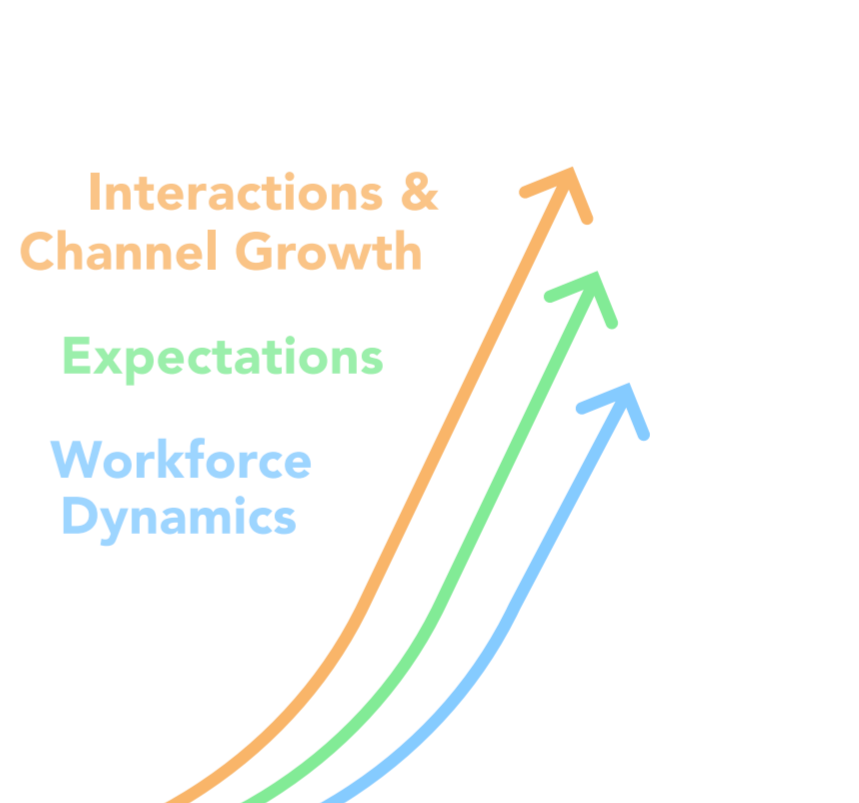


Talent management issues

To tackle these challenges and close the Engagement Capacity Cap™, organizations must solve the CX-Cost Equation™.

What is the CX-Cost Equation?

The need to deliver exceptional customer experiences while also lowering the cost to serve



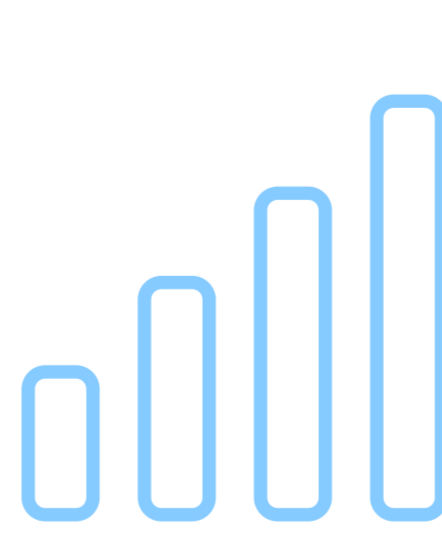
How do organizations solve the CX-Cost Equation?



Embrace data-driven solutions



Empower a hybrid workforce



Use analytics and insights to remove silos

Find out what's driving high confidence among your CX peers in Verint's latest Engagement Capacity Gap report.

[Download the Study Today](#)