

World of connected digital experiences



87%

of companies are embarking on a **CX transformation** journey right now

Industries fast adopting digital at scale are:

- Banking &
Financial Services
- Healthcare
- Retail
- Lifesciences

Unlike the common belief, customer experience transformation is not just about incubating self-service and facilitating customer - agent interactions. It involves modernization of complex system layers in client's X'perience ecosystems across various modes of customer engagements.



To learn more about Cognizant's Customer Service Transformation offerings and how we help our clients, reach out to us at DigitalCX@Cognizant.com

Cognizant (Nasdaq-100: CTSH) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at www.cognizant.com or [@cognizant](https://twitter.com/cognizant).

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