



Understand Customer Experience CX360



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1 Overview

This course takes you through the Customer Experience CX360 delivery by covering the Understanding of CX360 concepts.

Note that this journey is designed with Tell Me learning format, so that you get the maximum benefits.

2 Objectives

After successfully completing this course, you should be able to understand:

- The concepts of CX360

3 Duration

The course duration is 50 minutes.

4 Agenda

4.1 Module 1: Understand Foundational Solutions – CX360 – 50 Minutes

- An overview of Solutions
- What is Product Experience 360
- What is Customer Experience 360
- What is Master Data Management
- Product Principles of Solutions
- An overview of GTM Platforms
- Concept of CX360
- Why CX360
 - Customer MDM
 - Customer Graph
 - Customer Insight
 - Intelligent Hub

5 Contact Us

For any additional information on the available catalogue, please write to us at the following address university@syndigo.com