

CX Rockstar James Dodkins



0%
Detractors

38%
Passives

62%
Promoters

- 95% gave an 8 or higher!
- a response rate of 45%
- 97% have left written feedback

We'd love to share that feedback with you!

+ 27 hints are helpful, easy to implement, I will try to use some of them.
- It could have been longer. **9**

+ The way of presenting and the clear, practical and educational content.
- Very occasionally, James spoke too fast and subtitles might have been nice. **8**

+ Enthusiastic speaker with an interesting view on CX.
- It could have taken longer, so that points could be discussed in more detail. **9**

+ The positive stirring up momentum created at the webinar.
- 27 tips within an hour: a little bit overwhelmed. **10**

+ Valuable content delivered in a fun and inspiring way.
- Split into Dutch and international target group, whereby language can better match the target group. **10**

+ Enthusiasm of speaker.
- Next time perhaps tackle 1 concrete case. **7**