

Last Chance to Join Us! Agency Academy Connections Concludes This Week.



Join us for the final Agency Academy Connections this week. One topic remains:

Customer Service Versus Customer Experience

Wednesday, August 30 at 11 a.m. EST

Customer service is usually demonstrated through one interaction with a business representative, whereas customer experience is the overall experience of delighting customers at every touchpoint with your brand. Customer experience is also proactive versus reactive. In this session, we will discuss examples of both and how you can create and measure customer experience in your agencies.

<https://bit.ly/Connections830>

Please note: You don't need to register for these events. The links above will take you right into the meeting at the scheduled time. To make sure you remember, you can copy the links and add them as meetings on your calendar.

Click [here](#) for the course flyer available for sharing.

Please plan to join us! Questions? Email agencyacademy@fmins.com.