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Each Has An Impact On The Journey And Needs To Be Understood. 2. Understand Emotional Impact. Every Journey Has An Emotional Impact On Your Customer, Even In A Business-to-business Relationship. Whereas Touch Point Maps Identify Which Interactions Exist In An Experience, Emotional Impact Maps Target A Specific Phase And How Each Interaction ... Feb 24th, 2024

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Last Year We Expanded Our Research Around The Globe, And Have Continued This Year By Taking In The Views Of More Than 84,000 Consumers Across 20 Markets. The Research For This Report Was Conducted Via An Online Survey Methodology, Completed Q1-Q2 2019. A Nationally Representative Consumer Sample Was Targeted For Each Market, Apr 12th, 2024

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