

*Benchmark your
digital channels!*



Chartwell Digital Experience Survey

SAMPLE QUESTIONS

1

How do you measure success for each channel?

2

Which channels are fully integrated so a customer service representative can view a customer's interaction history when fielding a phone call?

3

How many average monthly users do you have for your mobile app?

4

How frequently are customers logging into their MyAccount?

5

How frequently do you ask customers to validate their email and/or phone number?

To participate in the survey and get a FREE copy of the results, please click here.