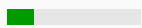**Gladly**

CX Maturity Assessment Preview

Which communications channels do you offer customers?

- Voice
- Email
- Chat
- SMS
- Social

How many systems do you use to support your communication channels?

- Not sure
- Three or more
- At least two
- One

How do your customers self-serve?

- FAQ page or knowledge base
- Deflection tools
- Chatbots or IVR
- Use AI to match to the right agent
- Not sure

What is your main KPI for CX success?

- SLAs are met
- Operational efficiency and volume
- Customer satisfaction scores (NPS, CSAT, customer effort)
- Revenue

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On average, how many systems must an agent use at once to effectively assist your customers?

- [ ] Not sure
- [ ] More than six
- [ ] Four to six
- [ ] Three or less

Want to unlock your results?

Take our full **CX maturity self-assessment** to see how your operation stacks up against others in your industry.

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