

Customer Experience Workshop Agenda

Workshop Overview

- Date: _____
- Time: _____
- Location: _____
- Facilitator: _____

Agenda

Time	Session	Details
09:00 - 09:15	Welcome & Introductions	Opening remarks and introductions of participants
09:15 - 09:30	Workshop Objectives	Overview of goals and desired outcomes
09:30 - 10:15	Customer Journey Mapping	Mapping the current customer experience
10:15 - 10:30	Break	
10:30 - 11:15	Pain Points & Opportunities	Identifying customer challenges and improvement areas
11:15 - 12:00	Ideation Session	Generating solutions and new ideas
12:00 - 12:45	Lunch Break	
12:45 - 13:30	Action Planning	Defining next steps and assigning responsibilities
13:30 - 14:00	Wrap-Up & Q&A	Summary, feedback, and closing remarks

Notes

- Please arrive 10 minutes early to settle in before the workshop begins.
- All materials will be provided.
- Contact [Facilitator Name] for any questions.