



Introduction to CX 360

For Public Domain

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Introduction to Customer Experience (CX) 360

Overview

This course takes you through the overview of concepts of Riversand CX 360 solution and the importance of this solution with its data life cycle are customer MDM, customer graph, customer insights, and intelligence hub.

Note that this journey is designed with Tell me learning formats so that you get the maximum benefits.

Objectives

After successfully completing this course, you should be able to:

- Understand concepts of Riversand CX 360 solution.

Duration

The course duration is 5 minutes.

Agenda

Module 1: Introduction to CX 360 – 5 minutes

- Concepts of Riversand CX 360
- Riversand CX 360
 - Customer MDM
 - Customer Graph
 - Customer Insights
 - Intelligence hub