



Define Your Chamber's

Customer Experience

How technology, communication and a focused approach can help you reach your goals.

Webinar brought to you by:



voyagernetz

Webinar Breakdown

- ◆ Welcome and Introductions
- ◆ Customer Experience & Technology
- ◆ Chamber Experience Fundamentals



Drive visibility, business opportunities and engagement.

- ◆ Importance of Communication
- ◆ Defining Success
- ◆ What now?



Events



How do you currently drive...

Visibility:

Business Opportunities:

Engagement:

How could you drive...

Visibility:

Business Opportunities:

Engagement:

Write one goal to improve customer experience through Events in the next 6 months:

Groups



How do you currently drive...

Visibility:

Business Opportunities:

Engagement:

How could you drive...

Visibility:

Business Opportunities:

Engagement:

Write one goal to improve customer experience through Groups in the next 6 months:

Services



SERVICES

How do you currently drive...

Visibility:

Business Opportunities:

Engagement:

How could you drive...

Visibility:

Business Opportunities:

Engagement:

Write one goal to improve customer experience through Services in the next 6 months:



How do you currently drive...

Visibility:

Business Opportunities:

Engagement:

How could you drive...

Visibility:

Business Opportunities:

Engagement:

Write one goal to improve customer experience through News in the next 6 months:

Community



How do you currently drive...

Visibility:

Business Opportunities:

Engagement:

How could you drive...

Visibility:

Business Opportunities:

Engagement:

Write one goal to improve customer experience through Community in the next 6 months:

Members



MEMBERS

How do you currently drive...

Visibility:

Business Opportunities:

Engagement:

How could you drive...

Visibility:

Business Opportunities:

Engagement:

Write one goal to improve customer experience through Members in the next 6 months:

Technology Self Assessment

WANT but don't **NEED**

NEED but don't **HAVE**

HAVE but don't **USE**

What Now?

- ◆ Six Month Goals
- ◆ Technology Goals
- ◆ Define Success

About VoyagerNetz

History

The VoyagerNetz journey started in December of 1995 in South Africa when Hanz van Aardt's passion for technology was one of the triggers to start a software development company.

United States Offices

During 2013 we initiated an international expansion and our first international office was opened in St Charles, Illinois in 2018.

Our Vision

The VoyagerNetz vision is to help our customers create, automate and optimize customer facing digital experiences.

Products

We currently offer **VoyagerNetz Explore** and **VoyagerNetz Engage**.

Explore focuses on amazing web experiences which help customers explore your business.

Engage provides a revolutionary conversational messaging experience which saves time and increases customer engagement experience.



voyagernetz



ARE YOU READY...

for the next evolution in Message Based communication?

Save Time • Improve Experience • Drive Visibility



voyagernetz

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