

University of Pretoria Yearbook 2020

Co-creating impactful and lasting customer experiences 861 (GIL 861)

Qualification	Postgraduate
Faculty	Gordon Institute of Business Science
Module credits	6.00
Prerequisites	No prerequisites.
Contact time	21 contact hours per 3 week-cycle
Language of tuition	Module is presented in English
Department	Gordon Institute of Business Science
Period of presentation	Semester 2

Module content

This elective explores the challenges companies face in creating impactful and lasting customer experiences. It uncovers the true meaning of customer experience, it provides insight into the co-creation of customer experiences and sheds light on adaptive foresight and the forward-looking components of customer experience such as the customer goal alignment, customer context fit, customer relevance, firm reputation and multiple touch points.

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