CX Management Professional Program

eLearning

Teaching CX fundamentals knowledge to individuals and businesses - accredited online courses that are recognized by your university.

Certified

After successfully completing the training with a final test, you will receive a certificate as "CX Management Professional", which you can add to your CV.

6 modules

Each module takes 2 to 3 hours: About 14 hours in total of learning material in text and video formats with practical examples and interactive tasks.

Unbeatable price

For only 395,- Euro you get 6 months access to the online courses after your registration and can complete them flexibly at your own pace.

+18.500
Trained CXM professionals

+400
Certified CXM Professionals

98
Represented in countries worldwide

+88
NPS

About the partnership

Why CX Management Professional Program?

In times of highly competitive global markets, customer experience has become THE strategic competitive advantage. The tasks of CX managers are multifaceted, and they have the central role of structurally anchoring customer experience in their company. By making CX a priority, companies can influence customer retention and satisfaction.

Whom is the program for?

Become a CX Management Professional

The online courses are designed for anyone who takes responsibility for a company's CX program and is focused on building an excellent customer experience, or who individually wants to drive their personal and professional career as a CX expert.

CX University

CX University (CXU) is an authorized training provider for online continuing education courses from Philadelphia (USA) and has and 2ass et itself the task of development of CX experts worldwide.

"The range of tasks performed by CX there are hardly any specific training programs for this comparatively young profession.

We took this as an opportunity to develop a training program that teaches and certifies the core competencies needed."

Mohamed Latib, Ph.D Founder & CEO | CX University

What you will learn

Six modules of two to three hours, provide in about 12-14 hours texts, videos, practical examples and interactive and interactive tasks, ensure that beginners from different industries learn the basics of CX and how to apply them and can apply it immediately.

1
1. Introduction to Customer Experience Strategies

How to use CX as a decisive success factor for your corporate strategy.

3
Organization and responsibilities

How to implement, embed and live CX in your organization.

2
Implementation of a Customer Centric Culture

What Customer Centricity means and how every employee can work towards it.

4
CX management metrics, measures and ROI

Key metrics and measures for CX management.

5
Customer Journey and Experience Design & Innovation

Strategies to improve your customer journey and its touchpoints.

6
Voice of Customer, Customer Insights & Understanding

Why the Voice of Customer is so important and how it can improve your entire organization.

What distinguishes us from other programs

• Ranked as one of the top 10 CX training programs by TechTarget and CX-Lead
• Recognized by CXPA as an authorized training provider
• Winner of the "CXPA Impact Award 2022" for the impact on the CX industry
• Represented worldwide and across all industries with an NPS of +88
• Only CX training provider that partners with an accredited U.S. university
• ADA-compliant program that ensures access for learners with disabilities

"Companies must align themselves with the needs and expectations of their customers and optimize experiences at all touchpoints along the customer journey.

That's why we're super excited to expand our existing offerings with accredited online training and certification through our valuable part-nership with CX University."

Barbara D'Emilio CCO & Partner | moveXM

What are you waiting for?

Join over thousands of satisfied graduates worldwide and take your company's customer experience to the next level with our certified CX Management Professional Program!

Online CX Certification
395,– €

Become a CXM Professional

Register now