

# Certified Customer Experience Professional

## Global Certification Program

- ✓ Globally lifetime Valid Certification
- ✓ Lifetime Valid Certification
- ✓ AI based Roleplay & Simulations
- ✓ Two Exam Attempts



# An Overview

## what you can expect from this program

The GSDC Certified Customer Experience Professional (CCXP) certification validates your ability to design and manage impactful customer experiences across touchpoints without the need for a formal customer experience course. Designed for professionals in CX, marketing, product, and service roles, this customer experience certification is built around real-world business needs. Along with certification, you'll gain access to ready-to-use templates, expert-crafted tools, and practical use case studies that help you apply CX strategies immediately in your role.

Whether you're advancing in your current job or moving into a CX leadership position, this customer experience certificate gives you the credibility, confidence, and tools to drive meaningful results.

	<b>Type</b>	Online self-paced learning, Mocks
	<b>Language</b>	English (including subtitles)
	<b>Access</b>	12 months
	<b>AI based Role play</b>	Prepare yourself for career with AI based roleplay
	Digital certificate upon completion ( 2 Attempts)	
	Card Payment, Bank Transfer	
	Reading materials & Reference Templates	
	100% money back guarantee*	

# GSDC Introduction

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## Welcome to the Global Skill Development Council (GSDC)!

As an independent, vendor-agnostic certification organization, we empower professionals worldwide.

Leading MNC organizations and global universities recognize our certifications. With a diverse portfolio of over 150+ programs, including L&D, HR, SRE, DevOps, Agile, Six Sigma, and Cyber Security, we've certified over 250,000 professionals.

Partnered with 100+ global training organizations, GSDC is your gateway to unlocking endless opportunities.

**Join us today and let your skills soar to new heights!**



# Introduction

## Certified Customer Experience Professional

The GSDC Certified Customer Experience Professional (CCXP) is a globally recognized customer experience certification designed for professionals who want to stay ahead in today's customer-first business world. As companies compete to deliver seamless, personalized experiences, the demand for skilled experts with a customer experience certificate is growing rapidly. This certification validates your expertise without requiring a customer experience course, making it ideal for self-learners and working professionals. By becoming a certified customer experience professional, you demonstrate your ability to design, manage, and optimize impactful customer journeys.

Along with the customer experience certification, you also receive access to ready-to-implement templates, hands-on resources, and tools that accelerate your growth and bridge the gap left by traditional customer experience courses. Whether you're enhancing your resume or stepping into a CX-focused role, this customer experience certificate empowers you to deliver results that matter and proves you're ready to lead in the age of experience.



# Learning Objective

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- Understand core principles of customer experience strategy
- Identify and fix key customer journey gaps
- Analyze real-world case studies for practical insights
- Apply ready-to-use templates in your role
- Learn to align CX with business goals
- Improve touchpoints across customer interaction channels
- Develop data-driven customer experience action plans
- Enhance customer loyalty through better service design
- Master CX metrics to track business impact
- Build implementation skills without a formal course

## OBJECTIVES OF CUSTOMER EXPERIENCE PROFESSIONAL

# Curriculum

## **Module 1: Customer Experience Fundamentals**

- Importance of CX in modern business
- Key elements of a positive customer experience
- Link between CX and business performance

## **Module 2: Customer Journey Mapping and Analysis**

- Creating detailed customer journey maps
- Identifying customer touchpoints, emotions, and pain points
- Analyzing journeys to find improvement opportunities

## **Module 3: Voice of the Customer (VoC) Programs**

- Purpose and benefits of VoC programs
- Methods to gather customer feedback (surveys, NPS, etc.)
- Using feedback to drive CX improvements

## **Module 4: Metrics and Measurement**

- Key CX metrics (NPS, CSAT, CES)
- Collecting and analyzing satisfaction and loyalty data
- Translating metrics into strategic decisions

## **Module 5: Customer Feedback Analysis**

- Techniques for analyzing qualitative and quantitative feedback
- Extracting actionable insights from feedback
- Using analysis to guide continuous CX improvement

## **Module 6: CX Strategy and Design**

- Building a customer experience strategy
- Principles of customer-centric design
- Developing solutions aligned with customer needs

# Unleash Unlimited Potential

All GSDC certifications come with a lifetime membership, offering you a world of benefits to fuel your professional growth.



## Expert Created Learning Material

Learn from knowledge shared by Top Industry Experts with 15+ yrs of experience.



## Access to Global Conferences

Be a part of GSDC thriving learning community around the world, sharing knowledge from across the world.



## Speaker invites @ GSDC Webinar Series

Share your knowledge with world at GSDC global webinar series, share your expertise and learn from others.



## Downloadable Resources

Get access to templates and reference documents which will help you to do your day to day tasks easier.



## Certificate Upgrades

Get complimentary certificate upgrades to keep up with the latest updates in processes and frameworks.



## Newsletters, blogs with industry insights

Get newsletters, announcements and articles curated by experts direct to your inbox.



## AI Based Role Play

Learn to implement applicability of knowledge with real life simulation based games.

# What You Get In this Certification Program?

- Engaging digital learning videos
- Exclusive access to Global thought leader sessions & case studies
- Downloadable and implementable resources to support practical application
- Two mock exams with unlimited attempts for comprehensive preparation
- Certification exam voucher with 1-year validity
- Two attempts for certification exam

# What our Candidates Saying?

We greatly appreciate the feedback from our program participants on Trustpilot. With an impressive average rating of 4.7 out of 5, their reviews highlight the positive experiences and value they have gained from our program.



**Global Skill Development Council - GSDC**  
Reviews 178 • Excellent  
4.7  
VERIFIED COMPANY



**chandrakaran j**  
2 reviews • IN  
Jul 18, 2023  
★★★★★  
**I had a experience with GSDC with their...**  
I had a experience with GSDC with their SRE course and it was very good. The speakers were very knowledgeable and kept it very interactive. Thanks the GSDC team for this!  
Date of experience: April 13, 2023  
Useful Share



**Tosin Olaniji**  
1 review • NG  
Jul 11, 2023  
★★★★★  
**The learning portal was so seamless**  
The learning portal was so seamless, and user friendly. The course are so detailed, easy to understand, great lecturers. Safe to say the best learning platform I've used so far. I would recommend learning from GSDC to anyone. You sure will get a value for your money.  
Date of experience: July 08, 2023  
Useful Share



**Majid**  
1 review • IN  
Sep 25, 2023  
★★★★★  
**GSDC has been doing a great job in making learners gain knowledge!**  
GSDC has been doing a great job in making the learners find right opportunities to gain knowledge for business! These two days were filled with knowledge and insights!  
Date of experience: September 25, 2023  
Useful Share



**Amani**  
1 review • AE  
Aug 15, 2023  
★★★★★  
**Certified Learning & Development Professional CLDP**  
I took the certification course "Certified Learning & Development Professional CLDP" approved by the GSDC - Global Skill Development Council. So grateful to the professional team at the GSDC for this enlightening opportunity; namely, Ruguzeno, for her dedication, responsiveness, and constant support throughout this learning journey. And very special thanks to the amazing trainer and coach Deepak Sharma for the great weekly live sessions which I believe are the highlight of this certification programme. His knowledge, expertise, and outstanding skills have made the course very insightful, engaging, and enjoyable!  
Date of experience: July 21, 2023



## Expert-Led Generative AI: Learn, Connect, Grow



### **Interactive Learning Experience:**

Ask questions, discuss case studies, and receive implementation guidelines directly from expert, enhancing your understanding of complex AI topics

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### **Lifelong Learning Journey:**

Enjoy lifetime access to these sessions, ensuring you stay updated with the latest trends and continuously grow your AI expertise

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### **Career-Boosting Network:**

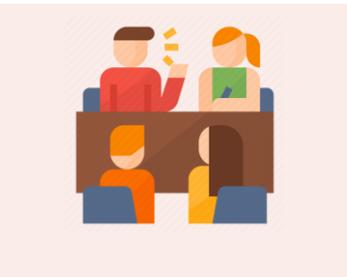
Connect with fellow professionals in the field, creating valuable relationships that can propel your career in the world of Generative AI

## AI-Based Interview Practice Platform



- Engage With Real Time AI Interview Questions.
- Practice Questions Tailored with Your Expertise.
- Validate your Knowledge of subject Matter.

## Capstone Project



- Apply Your Skills in Real World Scenario.
- Learn Methodologies Aligned to Your Expertise.
- Validate Skills and Knowledge Gained through the Certification.
- Showcase Expertise via a Capstone Project.

# Enrollment-Options

## Option-1

### **Certified Customer Experience Professional With E-Learning**

**Fast-track your career by learning a new skill and earning a certificate**

- ✓ Access expert videos and weekend 2-hour live sessions every Saturday with lifetime access
- ✓ 1 Certification Program
- ✓ Two Exam Attempts
- ✓ Lifetime Valid Certification
- ✓ E-Learning Library Access
- ✓ Downloadable Resources-Book of Knowledge, Templates
- ✓ GSDC Membership

**ENROLL NOW**

## Option-2

### **Bundle**

**Create your own bundle with  
3 certification program**

- ✓ 3 Certification Program
- ✓ Access expert videos and weekend 2-hour live sessions every Saturday with lifetime access
- ✓ Two Exam Attempts
- ✓ Lifetime Valid Certification
- ✓ E-Learning Library Access
- ✓ Downloadable Resources-Book of Knowledge, Templates
- ✓ GSDC Membership

**ENROLL NOW**

## **Option-1 Certified Customer Experience Professional with E-Learning**

### **Certified Customer Experience Professional with Digital Learning**

Fast-track your career by learning a new skill and earning a certificate

- ✓ E-Learning from Industry Experts
- ✓ 1 Certification Program
- ✓ Two Exam Attempts
- ✓ Lifetime Valid Certification
- ✓ Downloadable Resources



## Option-2

### Make Your Own Certified Customer Experience Professional Bundle

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**Enrich your skills and advance your career with our exclusive bundle.  
Get certified in the following:**

- Certified Learning And Development Professional
- Certified Emotional Intelligence
- Certified HR Business Partner
- Certified Balanced Scorecard Professional
- OKR Practitioner Certification

**Expand your expertise, design impactful learning experiences, and master your skills.**

**BUY ANY**

**3**

**CERTIFICATIONS**

**[Claim Bundle Here !!!](#)**

## *Unlock Workforce Potential Through Skill Validation!*

Enroll now with the code **UPSKILL10** To avail 10% discount.

**Register Now**

## **100% Money Back Guarantee!**

At GSDC, quality is our top priority. Our certification programs are designed to foster professional growth and ensure learning satisfaction. If you do not pass the certification exam after two attempts, we offer a 100% money-back guarantee.

- No Questions Asked\*
- 100% Amount Refund\*
- No Processing Fees\*



# Thank You



**Follow Us**

