

FIGURE 1  
Forrester Wave™: Customer Data Platforms For B2C, Q3 2024

# THE FORRESTER WAVE™

## Customer Data Platforms For B2C

Q3 2024



\*A gray bubble or open dot indicates a nonparticipating vendor.

# Forrester Wave Customer Journey Analytics Thunderhead

**Gerardus Blokdyk**



## **Forrester Wave Customer Journey Analytics Thunderhead:**

*Customer Analytics For Dummies* Jeff Sauro, 2015-02-02 The easy way to grasp customer analytics Ensuring your customers are having positive experiences with your company at all levels including initial brand awareness and loyalty is crucial to the success of your business *Customer Analytics For Dummies* shows you how to measure each stage of the customer journey and use the right analytics to understand customer behavior and make key business decisions *Customer Analytics For Dummies* gets you up to speed on what you should be testing You'll also find current information on how to leverage A/B testing social media's role in the post-purchasing analytics usability metrics prediction and statistics and much more to effectively manage the customer experience Written by a highly visible expert in the area of customer analytics this guide will have you up and running on putting customer analytics into practice at your own business in no time Shows you what to measure how to measure and ways to interpret the data Provides real world customer analytics examples from companies such as Wikipedia PayPal and Walmart Explains how to use customer analytics to make smarter business decisions that generate more loyal customers Offers easy to digest information on understanding each stage of the customer journey Whether you're part of a Customer Engagement team or a product marketing or design professional looking to get a leg up *Customer Analytics For Dummies* has you covered [Customer Journey Analytics A Complete Guide - 2020 Edition](#)

Gerardus Blokdyk, **Customer Journey Analytics Complete Self-Assessment Guide** Gerardus Blokdyk, 2017-05-21 Are improvement team members fully trained on Customer Journey Analytics Can Management personnel recognize the monetary benefit of Customer Journey Analytics How would one define Customer Journey Analytics leadership How do we go about Securing Customer Journey Analytics What are the business goals Customer Journey Analytics is aiming to achieve Defining designing creating and implementing a process to solve a business challenge or meet a business objective is the most valuable role In EVERY company organization and department Unless you are talking a one-time single-use project within a business there should be a process Whether that process is managed and implemented by humans AI or a combination of the two it needs to be designed by someone with a complex enough perspective to ask the right questions Someone capable of asking the right questions and step back and say What are we really trying to accomplish here And is there a different way to look at it For more than twenty years The Art of Service's Self-Assessments empower people who can do just that whether their title is marketer entrepreneur manager salesperson consultant business process manager executive assistant IT Manager CxO etc they are the people who rule the future They are people who watch the process as it happens and ask the right questions to make the process work better This book is for managers advisors consultants specialists professionals and anyone interested in Customer Journey Analytics assessment Featuring 610 new and updated case-based questions organized into seven core areas of process design this Self-Assessment will help you identify areas in which Customer Journey Analytics improvements can be made In using the questions you will be better able to diagnose

Customer Journey Analytics projects initiatives organizations businesses and processes using accepted diagnostic standards and practices implement evidence based best practice strategies aligned with overall goals integrate recent advances in Customer Journey Analytics and process design strategies into practice according to best practice guidelines Using a Self Assessment tool known as the Customer Journey Analytics Scorecard you will develop a clear picture of which Customer Journey Analytics areas need attention Included with your purchase of the book is the Customer Journey Analytics Self Assessment downloadable resource containing all 610 questions and Self Assessment areas of this book This helps with ease of re use and enables you to import the questions in your preferred Management or Survey Tool Access instructions can be found in the book You are free to use the Self Assessment contents in your presentations and materials for customers without asking us we are here to help This Self Assessment has been approved by The Art of Service as part of a lifelong learning and Self Assessment program and as a component of maintenance of certification Optional other Self Assessments are available For more information visit <http://theartofservice.com>

**Customer Journey Analytics Complete Self-Assessment Guide**  
Gerardus Blokdyk, 2017-05-22

Are improvement team members fully trained on Customer Journey Analytics Can Management personnel recognize the monetary benefit of Customer Journey Analytics How would one define Customer Journey Analytics leadership How do we go about Securing Customer Journey Analytics What are the business goals Customer Journey Analytics is aiming to achieve Defining designing creating and implementing a process to solve a business challenge or meet a business objective is the most valuable role In EVERY company organization and department Unless you are talking a one time single use project within a business there should be a process Whether that process is managed and implemented by humans AI or a combination of the two it needs to be designed by someone with a complex enough perspective to ask the right questions Someone capable of asking the right questions and step back and say What are we really trying to accomplish here And is there a different way to look at it For more than twenty years The Art of Service s Self Assessments empower people who can do just that whether their title is marketer entrepreneur manager salesperson consultant business process manager executive assistant IT Manager CxO etc they are the people who rule the future They are people who watch the process as it happens and ask the right questions to make the process work better This book is for managers advisors consultants specialists professionals and anyone interested in Customer Journey Analytics assessment Featuring 610 new and updated case based questions organized into seven core areas of process design this Self Assessment will help you identify areas in which Customer Journey Analytics improvements can be made In using the questions you will be better able to diagnose Customer Journey Analytics projects initiatives organizations businesses and processes using accepted diagnostic standards and practices implement evidence based best practice strategies aligned with overall goals integrate recent advances in Customer Journey Analytics and process design strategies into practice according to best practice guidelines Using a Self Assessment tool known as the Customer Journey Analytics Scorecard you will develop a clear picture of which

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## Decoding **Forrester Wave Customer Journey Analytics Thunderhead**: Revealing the Captivating Potential of Verbal Expression

In an era characterized by interconnectedness and an insatiable thirst for knowledge, the captivating potential of verbal expression has emerged as a formidable force. Its capability to evoke sentiments, stimulate introspection, and incite profound transformations is genuinely awe-inspiring. Within the pages of "**Forrester Wave Customer Journey Analytics Thunderhead**," a mesmerizing literary creation penned with a celebrated wordsmith, readers attempt an enlightening odyssey, unraveling the intricate significance of language and its enduring effect on our lives. In this appraisal, we shall explore the book's central themes, evaluate its distinctive writing style, and gauge its pervasive influence on the hearts and minds of its readership.

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