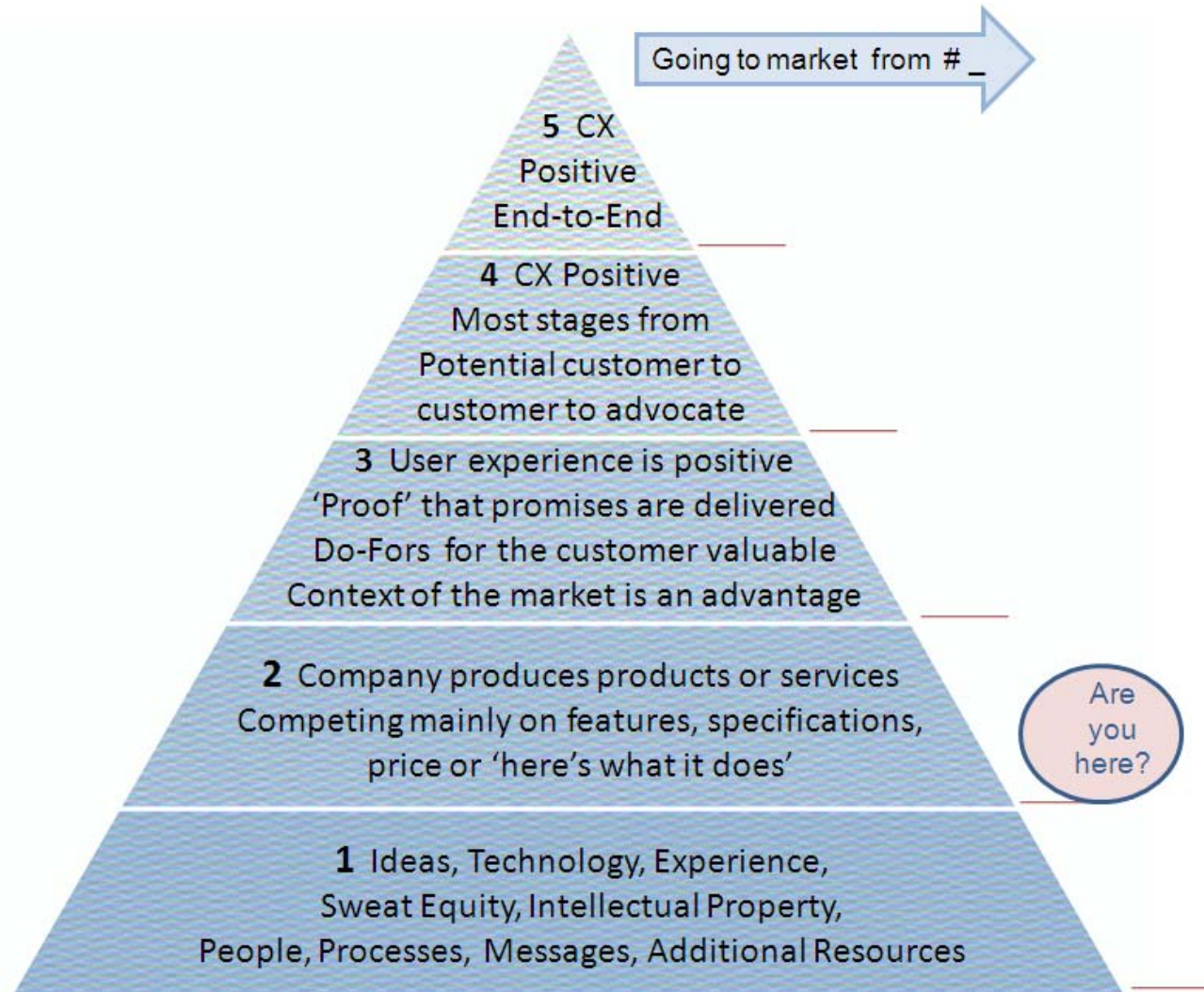


The Customer Experience Overview Hierarchy

By Jeofrey Bean and Sean Van Tyme



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