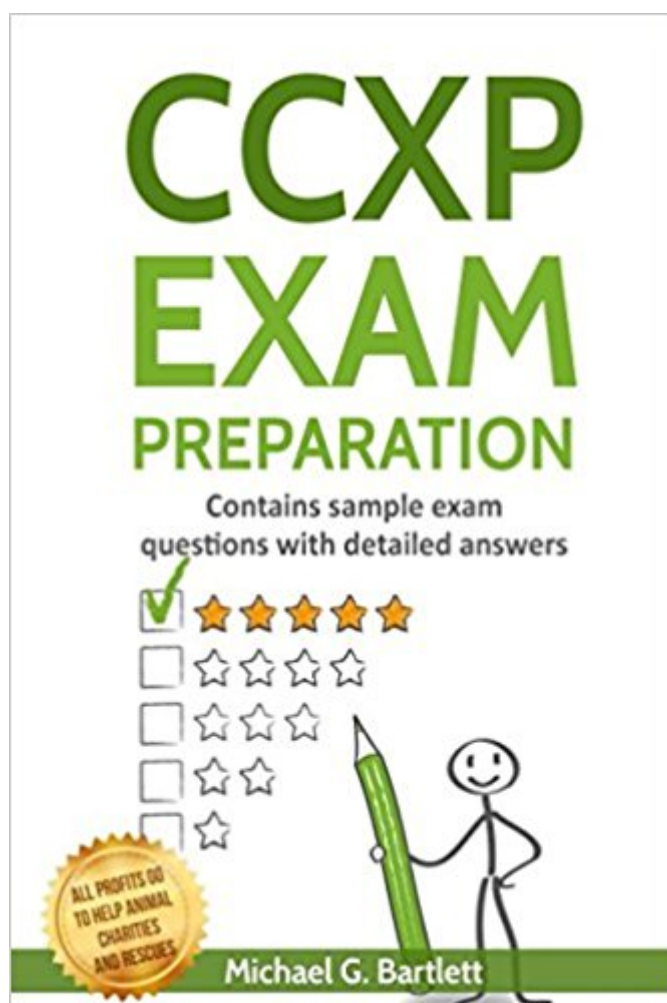


The book was found

# CCXP Exam Preparation (Key Facts Giving Back)



## Synopsis

The Certified Customer Experience Professional (CCXP) is one of the most dynamic and exciting new certifications available for customer centric professionals. Michael G. Bartlett is a Customer Experience (CX) professional who holds both the CCXP and PMP certifications and has over 15 years of experience working for customers across multiple sectors including finance, government, space, energy and healthcare. In this book, he distills his knowledge of the CX discipline into 18 easy-to-understand principles which translate directly to the questions in the CCXP exam. He also presents 40 mock questions with detailed explanations to help you get into the correct mindset required to pass on your first attempt. All profits from this book will be paid to a small number of animal charities, shelters and foster networks; all have been personally vetted by the author himself.

## Book Information

Series: Key Facts Giving Back (Book 1)

Paperback: 55 pages

Publisher: Independently published (March 25, 2017)

Language: English

ISBN-10: 1520922817

ISBN-13: 978-1520922812

Product Dimensions: 6 x 0.1 x 9 inches

Shipping Weight: 4.8 ounces (View shipping rates and policies)

Average Customer Review: 4.9 out of 5 stars 10 customer reviews

Best Sellers Rank: #254,308 in Books (See Top 100 in Books) #156 in Books > Business & Money > Marketing & Sales > Marketing > Multilevel #312 in Books > Business & Money > Marketing & Sales > Customer Service #3828 in Books > Business & Money > Processes & Infrastructure

## Customer Reviews

I found it very simple and straightforward. You can finish it within one day. However, it is not official exam preparation guide nor a book to learn about CX from. I hate that the book was referring the reader to other resources and it is clearly stating that the book should be used as supplementary material. On the sample questions, some questions might give an impression of (multi answer) while all questions should have one correct answer. Overall I found it useful and I enjoy reading it.

An easy-to-digest and concise compilation of useful material required for preparation for the CCXP

examination. The structure is well thought out- starting with outlining the key principles with clear examples where appropriate. The sample questions give one an opportunity to appreciate the 'angle' of questioning to expect in the exam and helps identify concepts that may cause some confusion. It was key in helping me pass the exam on first attempt.

Michael has done a great job connecting these valuable principles in one easy to grasp book. It is a must have if you are preparing to take this challenging CCXP exam. It gave me a clear advantage in detucing the correct answers on the exam. Thank you for this great resource and the prep exam in the book was extremely helpful. Nicely done.

This is excellent supplementary material for the CCXP exam. I found my training course helpful, but this little gem helped me zero in on the most important concepts to master, allowing me to pull out specific articles, etc. to review and dig into. I appreciated not only Michael's foresight in writing the book, but also the easy style of the book and well-written prep questions.

This book was great. I feel certain that I would not have passed the exam without it. It provides a great overview. The practice questions are different than what was on the exam (as expected) but those questions helped give me context on how to take the exam and think through to the correct answer. It was a good purchase.

I found this book to be helpful in me passing the exam. It provided 40 helpful sample questions along with explanations to focus me around the areas of study. For those feeling lost about how to study or even what to study, then I highly recommend this book.

Great read. Passed the CCXP yesterday, this book was a great help

This book is an essential for preparing for the exam-and passing :) Great examples of comparable test questions and critical principles for key knowledge areas.

[Download to continue reading...](#)

CCXP Exam Preparation (Key Facts Giving Back) Back Stretching: Back Strengthening And Stretching Exercises For Everyone (lower back pain, healing back pain, stretching exercises, back pain treatment, ... pain relief, stretching, back pain Book 1) Australia: Australian Citizenship Preparation Exam Questions An Answers (Australia Exam Preparation, Become Australian, Pass

The Australian Citizenship Exam) Nora Roberts Key Trilogy CD Collection: Key of Light, Key of Knowledge, Key of Valor Longman Preparation Course for the TOEFL iBT® Test (with CD-ROM, Answer Key, and iTest) (Longman Preparation Course for the Toefl With Answer Key) Fast Facts about the Gynecologic Exam for Nurse Practitioners: Conducting the GYN Exam in a Nutshell (Fast Facts (Springer)) Site Planning & Design ARE Mock Exam (SPD of Architect Registration Exam): ARE Overview, Exam Prep Tips, Multiple-Choice Questions and Graphic ... and Explanations (ARE Mock Exam series) Certified Paralegal Review Manual: A Practical Guide to CP Exam Preparation (Test Preparation) 101 Facts... Stan Lee: 101 Facts About Stan Lee You Probably Never Knew (facts 101 Book 7) Game Of Thrones:101 Facts You Didn't Know About Game Of Thrones,The Complete Unoffical Guide! (game of thrones book 6 release date, 101 facts, TV, Movie, ... Adaptations,Trivia & Fun Facts, Trivia) LEED Green Associate V4 Exam Practice Tests & Summary Sheets (LEED Green Associate Exam Preparation Guide Series) CNA Study Guide: Exam Preparation Review Book for the Certified Nursing Assistant Exam Cracking the AP U.S. History Exam, 2015 Edition: Created for the New 2015 Exam (College Test Preparation) CMA Exam Preparation: Medical Assistant Exam Prep Review Book with Practice Test Questions Secrets of the Orthodontic Assisting Exam Study Guide: DANB Test Review for the Orthodontic Assisting Exam (Mometrix Test Preparation) Helicopter Pilot Oral Exam Guide: When used with the corresponding Oral Exam Guide, this book prepares you for the oral portion of the Private, ... Helicopter Checkride (Oral Exam Guide series) Helicopter Oral Exam Guide: When Used with the Oral Exam Guides, This Book Prepares You for the Oral Portion of the Private, Instrument, Commercial, ... Helicopter Checkride (Oral Exam Guide series) How to get every Earned Value question right on the PMP® Exam: 50+ PMP® Exam Prep Sample Questions and Solutions on Earned Value Management (EVM) (PMP Exam Prep Simplified) (Volume 1) PMP® Exam Simplified: Updated for 2016 Exam (PMP® Exam Prep Series Book 4) How to get every Network Diagram question right on the PMP® Exam:: 50+ PMP® Exam Prep Sample Questions and Solutions on Network Diagrams (PMP® Exam Prep Simplified) (Volume 3)

[Contact Us](#)

[DMCA](#)

[Privacy](#)

[FAQ & Help](#)