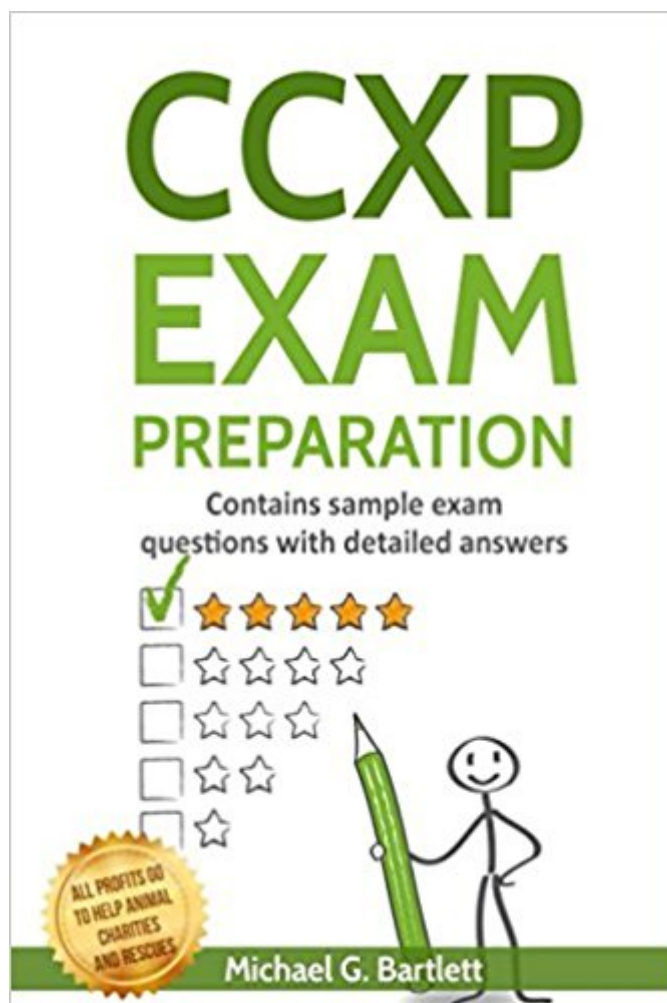


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# CCXP Exam Preparation (Key Facts Giving Back)



## 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

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## 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 a 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.

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