Omnichannel CX Course for Service Leaders: Channel Handoffs, Shared Records and Self-Service Shift

18 – 22 January 2027
Milan

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Programme Summary

Omnichannel CX is the subject of this one-week training course for service, contact-centre and digital leaders, taught at managerial level and ending in a channel handoff and self-service plan. Customers move between web, app, branch, call centre and chat, yet each channel is often run by a separate team with its own records. The programme moves from journey diagnosis to shared records, handoff rules, self-service shift and ownership, working on prepared cases. Mars Training Centre UK delivers this programme on omnichannel CX to cohorts from different organisations.

The Business Case

Leaders who can join channels that grew apart give customers one continuous service, and give teams one account of what each customer has already said and done. Omnichannel CX also shows where repeat contact, abandoned journeys and avoidable transfers arise, so that investment in people, records and systems follows evidence rather than habit across the organisation. The programme works on the measures below.

- Repeat Contact: Falls when a customer no longer has to explain the same issue in each channel.
- Transfer Effort: Eases when handoffs carry the case history with them.
- Service Cost: Reduces when suitable requests move to self-service that customers choose to use.

Principles and Evidence Base

- Unified Customer View: One record of identity, history and open cases, applied in Session 2 to design shared records across channels.
- Journey Continuity: The idea that a customer should resume in any channel where they stopped, applied in Sessions 1 and 3 to diagnose breaks and set handoff rules.
- Channel Integration: Connected channels as distinct from parallel ones, applied in Session 3 to specify routing and context transfer.
- Cross-Department Ownership: Shared accountability for journeys that span teams, applied in Session 4 to set measures and decision rights.

Intended Participants

- Service leaders who answer for the quality of customer contact across several channels.
- Contact-centre managers who route, staff and measure conversations that begin elsewhere.
- Digital and app owners who decide what customers can do without an agent.
- Branch and retail managers who receive customers already in contact through other channels.

Typical settings include banks, insurers, telecom operators and retailers.

Learning Outcomes

1. Participants will be able to diagnose the points where a customer journey breaks between channels.
2. Participants will be able to design a shared customer record and decide which facts each channel needs.
3. Participants will be able to construct handoff rules that carry context from one channel to another.
4. Participants will be able to prioritise requests for movement to self-service using volume, complexity and customer need.
5. Participants will be able to justify measures and ownership that span departments.
6. Participants will be able to formulate a channel handoff and self-service plan for one customer journey.

Programme Structure

Day 1: Omnichannel CX Foundations and Journey Diagnosis

Where does a customer journey break when it crosses from one channel to another?

- Multichannel and Omnichannel Comparison Table
- Channel Inventory Map
- Journey Break Point Log
- Repeat Contact Evidence Sheet
- Customer Effort Walkthrough

Day 2: Shared Records and Customer Identity

Which facts must every channel see to avoid asking the customer twice?

- Customer Record Content Matrix
- Identity Matching Rules
- Open Case Visibility Rule
- Consent and Data Use Check
- Record Gap Review

Day 3: Handoffs, Routing and Context Transfer

How does a case move between channels and teams without loss of context?

- Handoff Rule Template
- Routing Decision Tree
- Case Summary Format
- Agent Handover Script
- Escalation Ladder

Day 4: Self-Service Shift and Cross-Department Ownership

Which requests should move to self-service, and who answers for the whole journey?

- Self-Service Suitability Screen
- Contact Reason Volume Ranking
- Channel Choice Nudge Plan
- Journey Owner Role Description
- Shared Measures Scorecard

Day 5: Channel Handoff and Self-Service Plan for One Journey

Do the earlier tools join into a plan that departments can approve?

- Applying the Session 1 Break Point Log
- Testing the Session 2 Record Content Matrix
- Checking the Session 3 Handoff Rule Template
- Reviewing the Session 4 Suitability Screen
- Completing the Channel Handoff and Self-Service Plan

Methodology

The programme is a structured exercise built on prepared cases from a retail bank and a telecom operator: contact logs, journey maps, channel volumes and case notes. Participants trace a customer across channels, set rules in small groups, then present the plan to peers acting as a service board that must agree changes across departments.

- Suggested activity: Tracing one complaint across web, chat, call and branch contacts.
- Suggested activity: Writing handoff rules for three common requests.
- Suggested activity: Ranking ten contact reasons for movement to self-service.

Capstone Output

Each participant completes a channel handoff and self-service plan for one customer journey. It holds a break point log, a shared record specification, handoff rules, a self-service shortlist and a set of shared measures with a named owner. At work it goes to the departments involved for agreement and sets the review routine for the journey.

Frequently Asked Questions

Is omnichannel CX training suitable for leaders who manage only one channel?

Yes. Omnichannel CX is taught through prepared cases and templates; you need experience of managing a service, contact or digital team, not of managing every channel.

Which principles does omnichannel CX rest on in this training?

Omnichannel CX here rests on a unified customer view, journey continuity, channel integration and shared ownership across departments.

How is the plan from omnichannel CX training used at work?

You take the plan to the departments involved, use its handoff rules to brief teams, and keep its measures as the review routine for the journey.

How does omnichannel CX differ from a programme on customer loyalty?

Omnichannel CX concentrates on channel handoffs, shared records and self-service across a journey, while a programme on customer loyalty concentrates on retention and rewards.