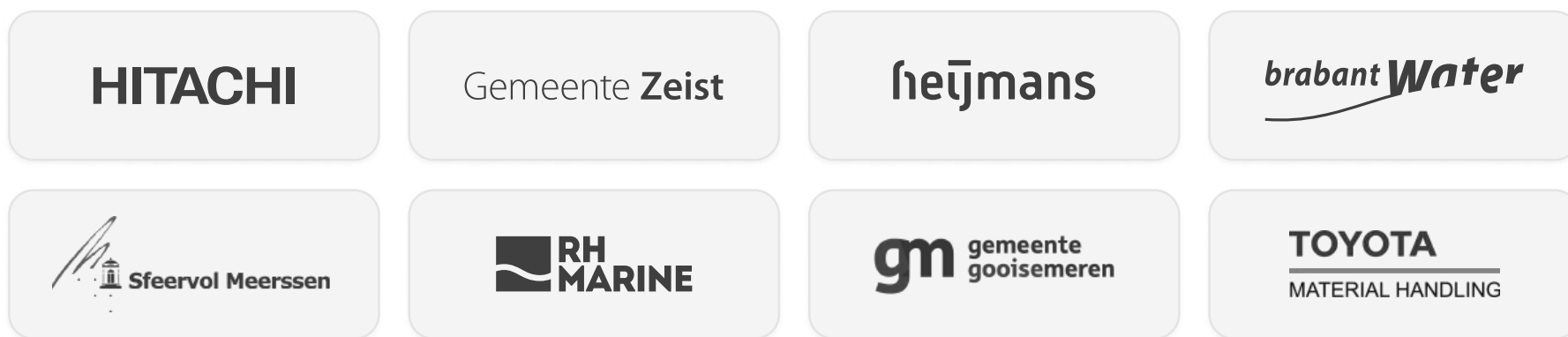


Start hiring for results in Customer Experience & Service

Make work actually happen across service, support, processes, and journeys by working on-demand with the best Customer Experience specialists.



Specialisms & Expertise

Find the services Blackbear supports in Customer Experience & Service

Customer Success	Service Design	Customer Support
Customer Success Strategy	Service Design Strategy	Customer Support Strategy
Onboarding & Adoption Programs	End-to-End Service Blueprints	Support Model & Channel Design
Account Health & Retention Management	Customer-Centric Process Design	Service Desk & Support Operations
Value Realisation Frameworks	Touchpoint & Interaction Design	Case & Ticket Flow Optimisation
Customer Success Playbooks	Service Prototyping & Testing	Escalation & Incident Handling
Renewal & Expansion Support	Service Improvement Roadmaps	Support Quality & SLA Management
Customer Success Metrics & KPIs	Service Governance & Standards	Knowledge Base & Self-Service Setup
Customer Success Operations	Service Performance Measurement	Support Performance Reporting
Process Improvement	Feedback & NPS	Journey Mapping
Customer-Facing Process Analysis	Customer Feedback Frameworks	Customer Journey Mapping
Process Redesign & Optimisation	NPS Program Design & Execution	Persona & Scenario Definition
Handover & Escalation Improvements	Voice of Customer (VoC) Systems	Journey Pain Point Analysis
Efficiency & Quality Improvements	Survey Design & Deployment	Moment-of-Truth Identification
Root Cause Analysis	Feedback Analysis & Insights	Cross-Channel Journey Design
Continuous Improvement Initiatives	Closed-Loop Feedback Processes	Journey Validation & Testing
Process Performance Measurement	Action Planning & Follow-Up	Journey Improvement Roadmaps
CX Process Governance	Feedback Performance Tracking	Journey Performance Measurement




Specialists & Profiles

Work with Senior CX Specialists, Service Designers, Journey Experts, and more

<ul style="list-style-type: none">Customer Success ManagersCustomer Success ConsultantsOnboarding SpecialistsAdoption ManagersRetention & Expansion SpecialistsCustomer Value ManagersAccount Health AnalystsCustomer Success Operations SpecialistsRenewal ManagersCustomer Success Program LeadsCustomer Metrics & KPI AnalystsCustomer Enablement SpecialistsCustomer Success Governance LeadsSenior Customer Success Specialists	<ul style="list-style-type: none">Service DesignersCX ConsultantsJourney Design SpecialistsService Blueprinting ExpertsInteraction DesignersCustomer-Centric Process DesignersService Innovation ConsultantsService Prototyping SpecialistsService Improvement LeadsService Governance SpecialistsService Performance AnalystsDesign Facilitation SpecialistsService Design Program ManagersSenior Service Design Specialists	<ul style="list-style-type: none">Customer Support ManagersService Desk ManagersSupport Operations SpecialistsCustomer Care CoordinatorsIncident & Escalation ManagersSupport Quality AnalystsSLA & Performance SpecialistsKnowledge Management SpecialistsSupport Process DesignersCustomer Support AnalystsOmnichannel Support SpecialistsSupport Enablement LeadsSupport Governance ManagersSenior Customer Support Specialists
<ul style="list-style-type: none">Process Improvement ConsultantsCX Process AnalystsOperational Excellence SpecialistsContinuous Improvement ManagersLean & CX Improvement SpecialistsRoot Cause Analysis ExpertsProcess Performance AnalystsCX Operations SpecialistsProcess Redesign LeadsCustomer Process OwnersImprovement Program ManagersProcess Governance SpecialistsProcess Optimisation AnalystsSenior Process Improvement Specialists	<ul style="list-style-type: none">Customer Feedback SpecialistsNPS Program ManagersVoC AnalystsSurvey Design SpecialistsCustomer Insight AnalystsFeedback Operations SpecialistsClosed-Loop Feedback ManagersCustomer Experience AnalystsFeedback Data AnalystsCustomer Listening SpecialistsFeedback Governance LeadsCX Insight ConsultantsFeedback Program ManagersSenior Feedback & NPS Specialists	<ul style="list-style-type: none">Journey Mapping ConsultantsCX StrategistsJourney AnalystsPersona Development SpecialistsCustomer Research SpecialistsJourney Design FacilitatorsExperience ArchitectsJourney Improvement LeadsCross-Channel Experience DesignersJourney Performance AnalystsJourney Governance SpecialistsJourney Operations ManagersJourney Program LeadsSenior Journey Mapping Specialists

Collaborations & Budget Ranges

Engage specialists, teams or boutiques in 3 possible ways

 <h4>Assignments</h4> <p>Run quick assignments that make an immediate difference for your team and the results you seek.</p> <p>From €3k - €25k per assignment.</p>	 <h4>Projects</h4> <p>Execute projects with phased milestones and deliverables, to support bigger challenges.</p> <p>From €25k - €200k per project.</p>	 <h4>Interim</h4> <p>Add reliable senior expertise or operational punching power, to strengthen your team's capacity.</p> <p>From €35 - €150 per hour.</p>
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Examples & Inspiration

How other leaders build high-quality customer experiences with Blackbear

Account Health & Retention Programs	Customer Onboarding Optimisation	Service Design & CX Redesign
Customer Support Transformation	Process Improvements for Customer Journeys	NPS & Voice of Customer Programs
Closed-Loop Feedback Implementation	Customer Journey Mapping Initiatives	Omnichannel Experience Improvements
Service Quality & SLA Optimisation	Customer Value & Adoption Programs	CX Governance & Performance Setup
Customer Insight & Analytics Programs	End-to-End Journey Improvements	Scalable Customer Experience Models

Hire better and faster for your Customer Experience agenda.

Achieve the results you aspire, exactly when and where you need them.

Let's Talk →

