







Human Experience (HX)

CX

Calusa

Customer Experience

- Journey
- Secret Shopping
- Rewards
- Rounding Up Charity
- Survey

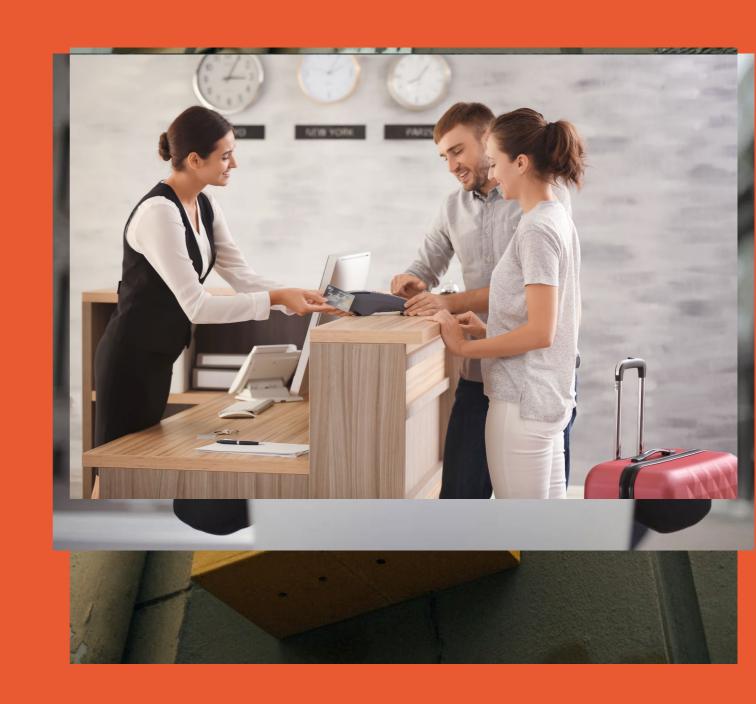


PX

Calusa MARKETING

Patient Experience

- Check in Experience
- Administration
- Portal
- Survey
- Follow Through



EX

Calusa

Employee Experience

- Rewards & Incentives
- Undercover Boss
- Interaction Manuals (LMS)
- Efficiency / Best Practices
- Donations to Charities



UX

User Experience

- Al
- Kiosk
- Buying Research
- Inventory Control
- Portion Control
- Finance





Why This All Matters



- Stories
- Human Experience
- Leave You With This....



Thank You



