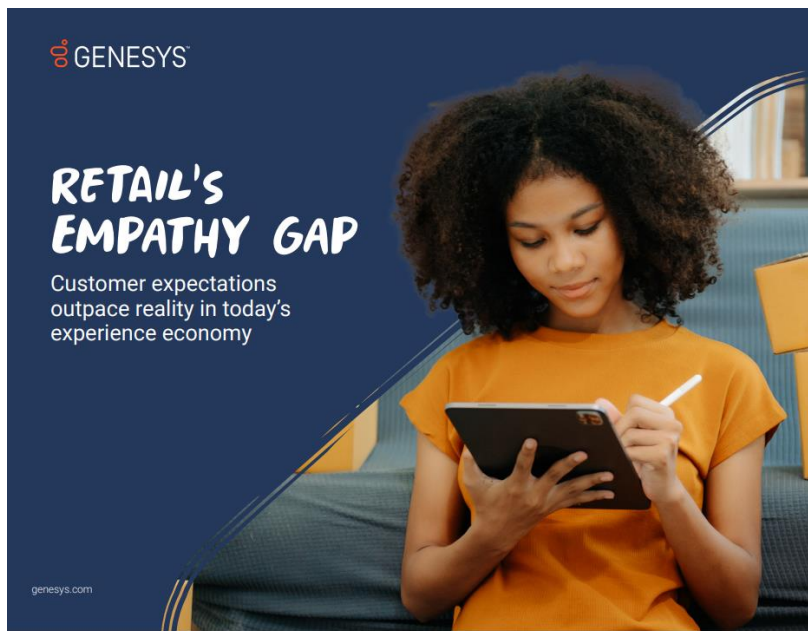




## Retail's Empathy Gap



A new Genesys report into the consumer retail experience finds that online retailers are not providing the experience that shoppers are looking for at key points along the buyer's journey. We surveyed more than 3,500 global consumers to understand where customer experiences are succeeding and where they're stalling.

Download the report for insights, opportunities and the path forward for retailers wanting to empower customers with seamless experiences.