

Strategy & Leadership

Assisted & Self-Service Delivery

Vision & Planning

Executive Leadership

Design & Capabilities

Knowledge Management

Talent Management

Operational Excellence & Productivity

Resource Management & Outsourcing

# Gartner Priorities Navigator™ for Customer Service and Support Leaders

Journey & Channel Management

Organizational Structure & Delivery Models

CX Metrics & VoC

Evaluation & Selection

Innovation & Emerging Technology

Customer Success

AI Strategy & Roadmaps

AI Applications

Analytics & Insight

Service & Support Technology

Customer-Led Growth

Service & Support AI

Customer Experience