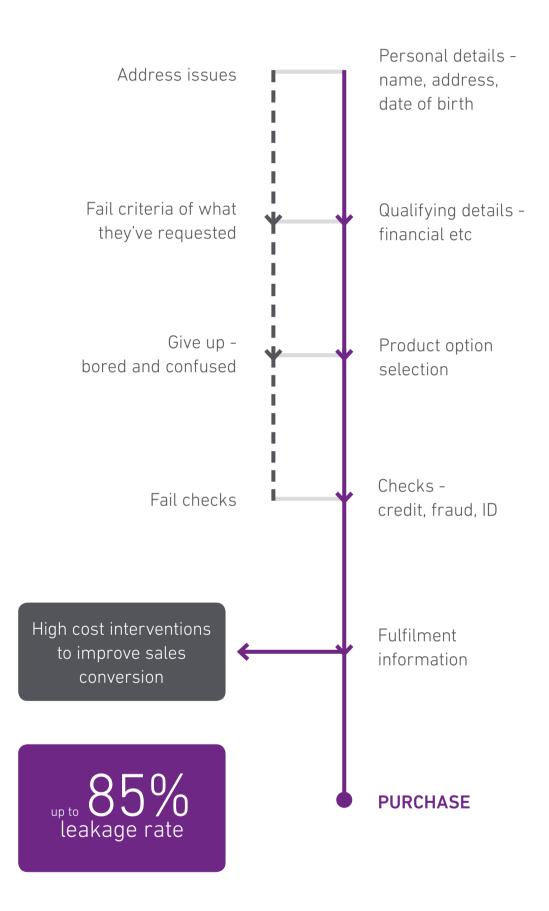
What does a basic digital onboarding journey look like?

Studies show that 32% of customers start to abandon slow processes between 1 and 5 seconds into them. Organisations need to consider where friction occurs and what an effective digital transformation looks like. This is our interpretation:



Basic customer digital onboarding journey

Businesses should consider rejections, interface and speed of applications in order to retain and delight customers.



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