15 septembre 2025

Customer Journey & KPIs certificate

Customer Journey & KPIs

This document certifies that **GWENAELLE TONNARD** has completed the training "Parcours client et KPI"

Course summary: Be familiar with all the stages of the Orisha customer journey. Be able to identify the main Orisha product categories (and their associated trigrams). Know how to define ARR and interpret all its movements. Know how to calculate and interpret the performance drivers.

provided by Orisha Group

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You can also find this document on the Internet at the following address: https://orisha-learning.360learning.com/redirect/api/certification/7702381238221438