

# Customer Satisfaction (CSAT) in the Digital Age

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**Abstract:** *Customer satisfaction is directly related with the customer retention. The marketer should understand the needs and expectations of his customers for making an effective marketing strategy. Measurement of customer satisfaction enables the firm to deliver maximum value to the customer. Delivering the values to customers facilitates in the creation of loyal customers. The main thrust area among these challenges is the dissatisfaction of customers. The main reason behind this dissatisfaction is the expectations of modern customers who are tech-savvy guys. The digitalization in the area of business is likely to continue in future which will create more challenges before the marketers. Hence customer satisfaction cannot be ignored in the modern digital age*

**Keywords:** Customer Satisfaction, Digital Age, Entrepreneurship, Business

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