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the customer that

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customer service
industry, (2) a

working knowledge

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of current trends and the ability to interpret those trends, and (3) the fundamental abilities and strategies which lead to the successful implementation of customer service. The text's unique approach unfolds the dynamics of the customer service industry while

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managers today, this
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therefore a means to
an end which is based
on a series of
activities by which an

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Organization interacts with its clients. Good customer service, as Harris (2003) asserts, is...

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For a long time, the
entire customer
service theory
focused on delighting
the customer — on
exceeding
expectations.

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Service
Research by CEB, however, showed that it pays off more to focus on reducing customer effort instead. The marginal benefit of investing in customer satisfaction levels out fast.

The 8 Core Principles
of Good Customer
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Goes beyond

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Contact customer support via Live Chat to request the same. They will assist you with the full answer if it is a simple question or a partial answer to assure you of the availability if it is a large solution.

Solved > 9. In your experience, are customers willing to

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