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Customer Satisfaction 189 Success Secrets - 189 Most Asked Questions on Customer Satisfaction - What You Need to Know (Paperback)

By Karen Valdez

Emergo Publishing, United States, 2013. Paperback. Condition: New. Language: English . Brand New Book. There has never been a Customer Satisfaction manual like this. Customer Satisfaction 189 Success Secrets is not about the ins and outs of Customer Satisfaction. Instead, it answers the top 189 questions that we are asked and those we come across in forums, our consultancy and education programs. It tells you exactly how to deal with those questions, with tips that have never before been offered in print. This guidebook is also not about Customer Satisfaction best practice and standards details. Instead it introduces everything you want to know to be successful with Customer Satisfaction. A quick look inside of the subjects covered: Sap SOA, What is business process management anyway? Well, it is simply a method of scheming and sustaining a, IT Service Management Consultant, How to Interpret Customer Satisfaction Surveys Correctly, Knowledge Management Definition: Making it Clearer?, MCP Certification: Different Kinds for Different Needs, Configuration Management ITIL, Anatomy of an IT Service, Act CRM: Improving Customer Contact Services, Software As A Service (SaaS): An Introduction to On Demand Applications, CCNP Exams: No Trivial Part of the Process, Frontline Defence: The Helpdesk Representative, Why Knowledge...



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