



World Series Deal Customer Service

Matthew Dixon, Nick Toman, Rick DeLisi



World Series Deal Customer Service:

The Ultimate Customer Support Executive Philip Verghis, 2006 Network World , 2001-12-24 For more than 20 years Network World has been the premier provider of information intelligence and insight for network and IT executives responsible for the digital nervous systems of large organizations Readers are responsible for designing implementing and managing the voice data and video systems their companies use to support everything from business critical applications to employee collaboration and electronic commerce **The Effortless Experience** Matthew Dixon, Nick Toman, Rick DeLisi, 2013-09-12 Everyone knows that the best way to create customer loyalty is with service so good so over the top that it surprises and delights But what if everyone is wrong In their acclaimed bestseller *The Challenger Sale* Matthew Dixon and his colleagues at CEB busted many longstanding myths about sales Now they've turned their research and analysis to a new vital business subject customer loyalty with a new book that turns the conventional wisdom on its head The idea that companies must delight customers by exceeding service expectations is so entrenched that managers rarely even question it They devote untold time energy and resources to trying to dazzle people and inspire their undying loyalty Yet CEB's careful research over five years and tens of thousands of respondents proves that the dazzle factor is wildly overrated it simply doesn't predict repeat sales share of wallet or positive word of mouth The reality Loyalty is driven by how well a company delivers on its basic promises and solves day to day problems not on how spectacular its service experience might be Most customers don't want to be wowed they want an effortless experience And they are far more likely to punish you for bad service than to reward you for good service If you put on your customer hat rather than your manager or marketer hat this makes a lot of sense What do you really want from your cable company a free month of HBO when it screws up or a fast painless restoration of your connection What about your bank do you want free cookies and a cheerful smile even a personal relationship with your teller Or just a quick in and out transaction and an easy way to get a refund when it accidentally overcharges on fees *The Effortless Experience* takes readers on a fascinating journey deep inside the customer experience to reveal what really makes customers loyal and disloyal The authors lay out the four key pillars of a low effort customer experience along the way delivering robust data shocking insights and profiles of companies that are already using the principles revealed by CEB's research with great results And they include many tools and templates you can start applying right away to improve service reduce costs decrease customer churn and ultimately generate the elusive loyalty that the dazzle factor fails to deliver The rewards are there for the taking and the pathway to achieving them is now clearly marked **Members for Life** Richard F. Gerson, 1999 *Members for life* shows how to develop a customer service standard that will keep your members coming back It covers crucial skills that every fitness staff member needs to develop from basic telephone and communication skills to tips for managing angry or complaining members **Customer Care , Practical Insights on Customer Service** Emmanuel Danstan Chinunda, 2011-07-20 *Practical Insights On Customer Service* offers an African perspective on the thorny

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shows companies how to focus on the areas where emphatic action can have quick and maximum impact on corporate performance Drawing from dozens of successful cases around the world Simon helps readers learn to read the market signals develop quick solutions and stay a step ahead of their competitors while avoiding the pitfalls looming in the crisis A concluding chapter looks beyond the crisis and considers the longer term socio political and business consequences in which Simon foresees a new era of restraint

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