

# Customer Service



# **Ipad This Week Customer Service**

J Ma

#### **Ipad This Week Customer Service:**

InfoWorld 1992-10-05 InfoWorld is targeted to Senior IT professionals Content is segmented into Channels and Topic Centers InfoWorld also celebrates people companies and projects High-Tech, High-Touch Customer Service Micah Solomon, 2012-05-26 Twitter smartphones and self service kiosks are taking over and tech savvy business dealings are no longer an advantage they re a requirement With entertaining humor and inarguable logic author Micah Solomon offers surefire strategies for success by exploring the timelessness of customer service i e what hasn t changed the high tech tools that could give you a customer service advantage and the systemic social shifts that are changing your customer s expectations of the way you do business You ll learn inside secrets of wildly successful customer service initiatives from internet startups to venerable brands and how to turn casual customers into fervent supporters who will spread the word far and wide online and off High Tech High Touch Customer Service does this by teaching readers the six major customer trends and what they mean for business the eight unbreakable rules for social media customer service how to effectively address online complainers and saboteurs on Yelp Twitter TripAdvisor and other forums how to understand and leverage the rising power of self service and how to build a company culture that breeds stellar customer service With special features including lessons from the latest newsworthy customer service blunders you ll be equipped to retool old fashioned customer service and turn time strapped screen addicted value savvy and socially engaged critics into fervent loyal customers who help your business thrive **At Your Service** Frank Eliason, 2012-04-24 A guide to refocusing your business on those who matter most customers and employees Technology and social media tools have made it easier than ever for companies to communicate with consumers They can listen and join in on conversations solve problems get instant feedback about their products and services and more So why then are most companies not doing this Instead it seems as if customer service is at an all time low and that the few companies who are choosing to focus on their customers are experiencing a great competitive advantage At Your Service explains the importance of refocusing your business on your customers and your employees and just how to do it Explains how to create a culture of empowered employees who understand the value of a great customer experience Advises on the need to communicate that experience to their customers and potential customers Frank Eliason recognized by BusinessWeek as the most famous customer service manager in the US possibly in the world has built a reputation for helping large businesses improve the way they connect with customers and enhance their relationships At Your Service will appeal to leaders managers business owners customer service professionals and anyone who wants to learn how to add value to their organization Computerworld, 1991-06-17 For more than 40 years Computerworld has been the leading source of technology news and information for IT influencers worldwide Computerworld's award winning Web site Computerworld com twice monthly publication focused conference series and custom research form the hub of the world s largest global IT media network Computerworld ,1995-06-26 For more than 40 years Computerworld has been

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