

CS

VS

CX



CUSTOMER SERVICE



CUSTOMER EXPERIENCE

When there is a question, issue or problem

Customer interaction

Throughout the whole customer journey

Transactional

Type of relationship

Experiential

Reactive

Approach used

Proactive

CSAT

KPI

CLV, NPS

CS department

Ownership

Entire company

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Employment Equity and Affirmative Action: An International Comparison Harish C. Jain, Peter Sloane, Frank Horwitz, 2015-03-27 The authors of this comparative study of affirmative action compare the employment practices of six countries the U S Canada Great Britain Northern Ireland India Malaysia and South Africa They look at mandatory quota policies legislated versus voluntary policies goals and timetables restrictions and other policies as well as recruitment selection compensation performance appraisal promotion training and career development Their findings will prove useful for training managers of companies with global operations

Taxmann's Analysis | The Legal Tug-of-War | Advocates' Accountability vs. Consumer Rights in Legal Services Taxmann, 2024-05-18 This article analyses the intricacies of the landmark case of *M Mathias v D K Gandhi PS National Institute of Communicable Diseases* 2024 162 taxmann com 461 SC In this case the Supreme Court examined whether complaints against advocates for deficiency in service could be filed under the Consumer Protection Act 1986 This decision which builds on a 2007 NCDRC precedent is a testament to the complexity of the legal landscape which includes Challenges in Applying Consumer Protection Laws from the Perspective of Advocates Risks of Multiplicity of Proceedings and Forum Shopping Crucial Distinction Between Advocates and Other Professionals Under Consumer Protection Norms Comparison Between Advocates and Medical Professionals International Legal Norms Excluding Lawyers from Consumer Protection Laws Supreme Court s Consideration of Legislative Intent the Unique Nature of Legal Services and Classification Under Contract of Personal Service The Ruling that Advocates are Excluded from the Consumer Protection Act Advocates Accountability Beyond Consumer Protection Laws **Congressional Record** United States. Congress, 1977

Credit Card Practices United States. Congress. Senate. Committee on Homeland Security and Governmental Affairs. Permanent Subcommittee on Investigations, 2007

The Electronic Health Record for the Physician's Office for SimChart for the Medical Office - E-Book Amy DeVore, 2015-11-12 The Electronic Health Record for the Physician s Office for SimChart for the Medical Office E Book

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