



Customer Contact 45 Success Secrets - 45 Most Asked Questions On Customer Contact - What You Need To Know

Ryan Roth

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Take Customer Contact one step further. There has never been a Customer Contact Guide like this.

It contains 45 answers, much more than you can imagine; comprehensive answers and extensive details and references, with insights that have never before been offered in print. Get the information you need--fast! This all-embracing guide offers a thorough view of key knowledge and detailed insight. This Guide introduces what you want to know about Customer Contact.

A quick look inside of some of the subjects covered: ERP software - Functional areas, Call centres, Voicemail - Unified messaging with VoIP, Speech analytics, Northern Rock - Location, Voice Messaging - Unified messaging with VoIP, Social intelligence - Measurement, Conductor (transportation) - United Kingdom, Data cleansing - Data quality, Performance work statement, Touchpoint, Enterprise resource planning Functional areas, E-crm - Differences between CRM and eCRM, Customer intelligence Example sources of data for CI, GoToAssist - Technology and business development, Applications architecture - Applications architecture patterns, Service system - Design of service systems, Vendor-managed inventory, Service system - History, Energy Information Administration - Background, User stories - Benefits, Yield management - History, Application analyst, Click-to-call - History and other names used for similar functionality, Customer advocacy - Customer advocacy business model, Red Hat Enterprise Linux - Variants, Pope Francis - Institute for the Works of Religion, Wimdu - Product, User story - Benefits, Database marketing Advances in database marketing, Application Architecture - Applications architecture patterns, Chief Customer Officer, Nordstrom - 1970s-90s, Voicemail - Unified messaging with VoIP, ERP system - Functional areas, Phone sex - Operation, and much more...

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