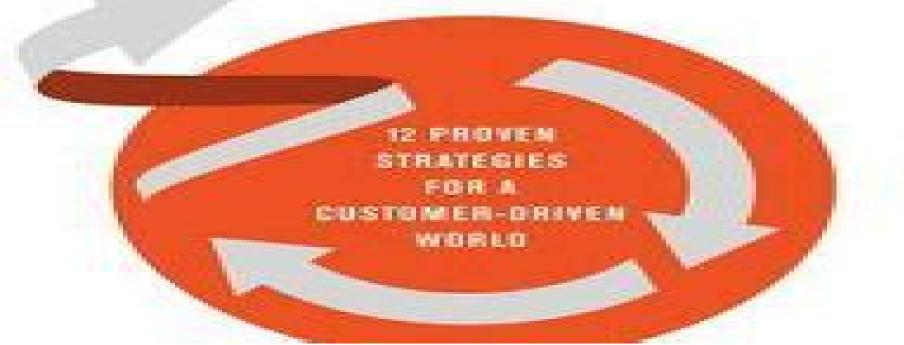
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# BEYOND SALES PROCESS



Jeanette Maw McMurtry

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Customer Service For Dummies Karen Leland, Keith Bailey, 2011-03-03 Customer Service For Dummies Third Edition integrates the unbeatable information from Customer Service For Dummies and Online Customer Service For Dummies to form an all in one guide to customer loyalty for large and small businesses alike The book covers the fundamentals of service selling and presents up to date advice on such fundamentals as help desks call centers and IT departments Plus it shows readers how to take stock of their customer service strengths and weaknesses create useful customer surveys and learn from the successes and failures of businesses just like theirs Karen Leland and Keith Bailey Sausalito CA are cofounders of Sterling Consulting Group an international consulting firm specializing in quality service consulting and training for such clients as Oracle IBM Avis and Lucent Competitive Advantage of Customer Centricity Sathit Parniangtong, 2017-06-05 This book presents strategies that put the customer at the center of an enterprise It elaborates on the reasons for viewing customers as assets that a firm needs to acquire develop and cultivate in order to generate profitable relationships and champions customer profitability as the metric for measuring business performance Further it advocates the need to provide solutions to customers requirements with bundles of products and services It broadens the definition of customer value beyond tangible benefits and price to include both tangible and intangible benefits and total ownership costs while embracing a variety of unique customer needs The book highlights the value of business planning marketing and sales mechanisms and changing employee behavior to create lifelong high value profitable customer relationships that satisfy the customer's needs Competitive Advantage of Customer Centricity maps a new journey that entire organizations must undertake in order to achieve these lucrative goals Services Marketing: People, Technology, Strategy (Ninth Edition) Jochen Wirtz, Christopher Lovelock, 2021-10-15 Services Marketing People Technology Strategy is the ninth edition of the globally leading textbook for Services Marketing by Jochen Wirtz and Christopher Lovelock extensively updated to feature the latest academic research industry trends and technology social media and case examples This book takes on a strong

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