

Customer Centric Cost Reduction How To Invest And Improve Profits Without Sacrificing Your Customers Customer Strategy Book 3

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designing and building a call center - ifc - 2 determine the model that will be used for the call center, i.e. a customer-centric or product-centric approach develop a customer access strategy that includes: 1. customer profiling: who are the customers? what are their needs? how can those needs be

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