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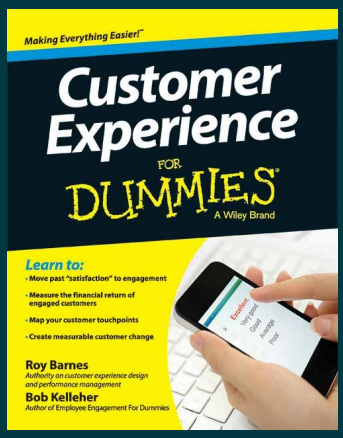

Customer Experience for Dummies

By Roy Barnes, Bob Kelleher

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Description

Customer Experience for Dummies helps you listen to your customers and offers friendly, practical and easy-to-implement solutions for incorporating customer engagement into your business plans and keep the crowds singing your praises. The book shows you simple and attainable ways to increase customer experience and generate sales growth, competitive advantage and profitability. You'll get the know-how to successfully optimize social media to create more loyal customers, provide feedback that keeps them coming back for more, become a trustworthy and transparent entity that receives positive reviews and so much more.

About the Author

Roy Barnes, Bob Kelleher

Roy Barnes is an acclaimed thought leader

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