

Microsoft Dynamics Crm 2013 Unleashed

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we all realize how important customers are we all know what will help build a good relationship with our customers yet so often it is done badly unlike great products and low prices great customer service is hard to copy in a fiercely competitive world differentiation is the name of the game capturing customers heartsanalyzes companies where the product or the company itself generates a special reaction in a customer something much more than brand loyalty true affection building 12 components of charisma on the foundation of service delivery it uses examples of best and worst practice to pinpoint the forces that will win new customers keep them and capture their hearts capture your customers hearts their loyalty will follow there has been a crucial focus on customer service for at least 15 years so does this mean that we can concentrate on the next big thing not a chance survey after survey has shown that really good customer service is still the exception and with customer expectations higher than ever and the competition not standing still especially with the emergence of the wired world an outstanding customer relationship is the only safe way of building differentiation to make a customer relationship the driving force behind repeat business and differentiation calls for a quantum shift in thinking and doing from customer friendliness to customer charisma a business with charisma gives the customer something very special when you deal with a business with charisma you want to tell others about it you want to

share your feelings this book is about giving your business charisma capturing customers hearts analyzes what lies behind customers emotional attachment to a product or service and teaches you how to create customer charisma so that not only is your company winning new customers but is keeping its existing ones you ll never look at your customers in the same way again reviews essential reading every page presents insights and facts that are now crucial to differentiation and success adrian e lucas ceo imerge limited yet again brian goes to the heart of the issue giving an inspired insight into the realities of managing customer relationships a must for companies who want to stand out like a beacon by going the extra light year for their customers tony solomon marketing communications director zurich ifa group brian clegg s new book is a tour de force it ranges wide over the vast terrain of customer service as well as digging deep into some of the fundamental issues that still need to be addressed not only did i learn a lot from this excellent book but i found it incredibly enjoyable to read david freemantle author the stimulus factor provides brilliant insights into attracting and retaining customers tim robison director lucent technologies

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presents start to finish guidance for planning customizing deploying integrating managing and securing both cloud and on premise based versions of dynamics crm

this book deals with the very foundations of contemporary strategic studies in that it examines the ideas of nine leading strategic thinkers over the past four decades within the context of current debates on nuclear strategy

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