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Nasir, Süphan



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Customer Service Essentials Robert E. Hinson, Ogechi Adeola, Kojo Oppong Nkrumah, Charles Agyinasare, Kwame Adom, Abednego Feehi Okoe Amartey, 2019-08-01 *Customer Service Essentials* is a must read and a definitive source of information on effective management of customer service in Africa and beyond. Leveraging on unique concepts and practices developed in the field of customer service management, this book uses case studies and vignettes to reinforce learnings, drawing parallels to real life experiences. The book is a valuable resource for individuals and organizations in the quest to achieve excellent customer service, increased productivity, and enhanced employee satisfaction. It explores the practical challenges of customer service in Africa, examines critical success factors, and provides guidelines for effective customer engagement in this evolving, highly networked digital era. Policy makers, directors, managers, and students will gain valuable and actionable insights on service management as they navigate the chapters. Praise for *Customer Service Essentials: Lessons for Africa and Beyond*. This book captures service excellence by detailing out in a most explicit manner essential services dynamics of Responsiveness, Accessibility, Tangibles, Empathy, and Reliability. I highly recommend it. Esi Elliot, Assistant Professor, Marketing, Suffolk University, Boston, MA. I am very impressed with this book and excited to see the topics being discussed in the chapters are geared toward quality customer service in Africa. All the chapters are superbly written, relevant to the African context, and above all, the authors cover incredibly interesting topics and support them with pertinent cases. Bringing together such fine minds in the field, this book is useful and a must for anyone serious about customer service, service branding, and the need to respect the customer. Charles Blankson, Professor of Marketing, College of Business, University of North Texas. Hinson and colleagues have skillfully put together a useful collection of new perspectives on modern customer service essentials with an African and global perspective. This is a highly recommended text for students and practitioners. Ellis L. C. Osabutey, Reader, Roehampton University Business School, United Kingdom. [How to Make Money Online](#) Jason Hughes, 2024-06-21 Are you tired of the traditional 9 to 5 grind? Are you looking for ways to achieve financial freedom and create a sustainable income stream from the comfort of your own home? Look no further. *How to Make Money Online: Make Up to 5000 a Month* is your comprehensive guide to unlocking the secrets of online income generation. In this book, you will learn 100 proven and practical ways to make passive income online. Whether you're a digital nomad, a stay-at-home parent, or simply seeking financial independence, this book provides you with the tools and strategies to succeed in the digital era. Inside these pages, you'll discover a wealth of opportunities to tap into the vast potential of the online world. From affiliate marketing and e-commerce to content creation and investment strategies, each method is explained in detail, empowering you to choose the ones that align with your skills, passions, and goals. With step-by-step instructions and real-life examples, Jason Hughes guides you through the process of getting started, finding your niche, building your online presence, and monetizing your expertise. You'll learn how to leverage the power of social media, optimize your website for maximum

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numerous different services including FTP WEB streaming and POC including examples of analysis and troubleshooting from a user point of view Focuses on the end user perspective with a detailed analysis of the main sources of service performance degradation and a comprehensive description of mobile data services Includes a detailed presentation of generic key performance indicators KPIs which can be re defined to comply with each particular network Provides service performance benchmarking for different technologies from real networks Explores a new approach to service management known as customer experience management including the reasons why it is overcoming traditional service management and its impact on revenues and customer satisfaction Illustrates all points throughout using real world examples gleaned from cutting edge research This book draws together findings from authoritative sources that will appeal to cellular network operators and vendors The theory based practical approach will be of interest to postgraduate students and telecommunication and consulting companies working in the field of cellular technologies *CIO*, 1993-08 **Boost Business in 24 Hours** John Lewis, 2024-10-08 Take your business to the next level in just 24 hours with 100 powerful strategies designed for instant impact Inside you ll find Quick Wins Actionable tactics for fast results Brand Building Create a standout memorable brand Marketing Mastery Proven methods to attract customers and drive sales Sales Boost Convert leads and increase revenue immediately Customer Loyalty Enhance experiences and build lasting relationships This book delivers proven no nonsense strategies to grow your business from day one Get ready to see real results fast *HCI in Business, Government and Organizations* Fiona Fui-Hoon Nah, Keng Siau, 2020-07-10 This volume LNCS 12204 constitutes the refereed proceedings of the 7th International Conference on Business Government and Organizations HCIBGO 2020 which was held in July 2020 as part of HCI International 2020 in Copenhagen Denmark 1439 papers and 238 posters were accepted for publication after a careful reviewing process The 42 papers presented in this volume are organized in topical sections named digital transformation and intelligent data analysis and social media digital commerce and marketing The conference was held virtually due to the COVID 19 pandemic Chapter The Effect of Queuing Technology on Customer Experience in Physical Retail Environments is available open access under a Creative Commons Attribution 4 0 International License via link [springer.com](https://www.springer.com) **BoogarLists | Directory of IT Systems & Services**, [FTTx Networks](#) James Farmer, Brian Lane, Kevin Bourg, Weyl Wang, 2016-11-18 FTTX Networks Technology Implementation and Operation provides an in depth treatment of the technology and implementation of FTTX networks discusses the environment that gave rise to FTTX provides a survey of the available FTTX technologies and gives users the state of the art knowledge needed for successful deployment of FTTX The book includes hands on project planning engineering design and operations checklists as well as recommended best practices for configuring FTTH systems and the data networks preceding them for IPTV voice and data with case studies of actual FTTH systems and a methodology for predicting the performance of real systems This book is a must read for all network engineers technical businesspeople and technical specialists engaged in building FTTX networks from technology

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