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# Amazon Discount Customer Service

**Minjie Lin**

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customer service departments and human resource training departments **Knowledge Management Primer** Rajeev K. Bali,Nilmini Wickramasinghe,Brian Lehaney,2009-09-10 This book provides readers with an essential understanding of approaches to knowledge management KM by examining the purpose and nature of its key components It aims to demystify the KM field by explaining in a precise accessible manner the key concepts of KM tools strategies and techniques and their benefits to contemporary organizations **Strategic Management** John A. Pearce,Richard Braden Robinson,2000 Focusing on strategic management this text presents contemporary research in the area and emphasizes conceptual tools and skills It contains multiple Business Week and traditional strategic management cases and presents a pedagogical model created by the authors **Publishers, Distributors, & Wholesalers of the United States** ,1992 **Introduction to Information Systems** James A. O'Brien,2000 This work examines a five level framework that is used to describe the stages of information systems development It has been revised to reflect the movement towards enterprise wide business and looks at the major topics covered in a first course **Strategic Management** Michael A. Hitt,2002 Strategic Management Competitiveness and Globalization Cases 4th Canadian edition consists of 32 cases representing a variety of strategy topics and types of firms and industries The authors have meticulously reviewed hundreds of cases to ensure that the strategic management issues included in the cases yield a rich set of learning experiences for those performing case analyses **Marketing** Gary Armstrong,Philip Kotler,2000 Author order on cover and title page reads Gary Armstrong and Philip Kotler Name change of author from 4th edition from Philip Kotler and Gary Armstrong **The Publishers Weekly** ,2002 **Management Information Systems** James A. O'Brien,2004 **Start Your Own E-Business** Lynie Arden,Entrepreneur Press,2009-02-25 Guides readers through the necessary steps to set up and manage an e business electronic business and provides advice on building a Web site marketing improving search engine listings and other related topics **Consumer Behavior** Roger D. Blackwell,Paul W. Miniard,James F. Engel,2001 A textbook which focuses on economic demographic and sociocultural trends serving to alert students to the many aspects that impact buyer behaviour and long term strategic planning The EKB model as well as core chapter information has been updated to reflect the impact of technology on consumer behaviour In addition there is inclusion of information detailing psychological processes and their affects on consumer behaviour **Logos** ,2001

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