



MBA Series

25 Ideas in Customer Service



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Boston (Mass.). Police Department

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The Complete Guide to Customer Support Joe Fleischer, 2002-01-04 Today's support operations face greater responsibilities than the help desks of the 1990s. That's because customers expect 24x7 assistance on whatever channel they choose, no matter what type of products and/or services they buy. The Complete Guide to The Satisfied Customer Claes Fornell, 2007-11-27 When faced with the choice between cutting costs or improving customer service, most companies focus on tangible assets. But in our service economy, the most important asset is intangible: a company's relationship with its customers. The Satisfied Customer is a blueprint for understanding this fact of modern business and reveals the unheralded value of customer satisfaction. Drawing on the results of a massive survey of American consumer satisfaction and including examples from companies like Home Depot and UPS, Fornell presents some surprising conclusions about outreach strategy. Exceeding a customer's expectations is risky, and increasing customer complaints can actually be a good thing. He also explains how to quantify and increase the value of a firm's customer relationships, what he calls the Customer Asset.

The Customer Service Solution: Managing Emotions, Trust, and Control to Win Your Customer's Business Sriram Dasu, Richard B. Chase, 2013-07-17 Understand Consumer Psychology to Drive Profits and Growth. Want to know exactly what's driving your customer's behavior? NOW YOU CAN. The Customer Service Solution explains how consumers perceive services and shows you how to enhance the customer experience every time. In this economic climate, the customer service experience is more critical than ever. Most leading service firms advocate the TLC mantra: Think Like a Customer. That's a good practice, but first you have to understand what your customer is thinking and feeling. Today's business leaders cannot afford to neglect the psychological principles that govern customer satisfaction and long-term loyalty. What are the factors that really determine customer satisfaction? Two of the nation's leading authorities on service psychology, Sriram Dasu and Richard Chase, have written this groundbreaking guide that identifies and demystifies the psychological triggers behind customer behavior. You'll go where customer satisfaction surveys, mystery shoppers, and focus groups can't and learn exactly why customers respond and behave the way they do. With findings drawn from behavioral science research, this book provides all the tools you need to evaluate your current service platforms and design future strategies to enhance customer perceptions positively and drive your sales. The Customer Service Solution illustrates why even companies with high levels of satisfaction are missing tremendous opportunities by neglecting the emotional elements that govern consumer interactions. This book will show you how to shape and manage customer perceptions, understand implicit versus explicit outcomes, develop the roles of control and choice among buyers, design emotionally intelligent processes, build trust among customers. Whatever your business may be—healthcare, hospitality, financial services, e-commerce, and more—this book is an essential tool to help you increase profits by leveraging your company's customer experience.

PRAISE FOR THE CUSTOMER SERVICE SOLUTION

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Electronic Commerce Efraim Turban,David King,Jae Kyu Lee,Ting-Peng Liang,Deborah C. Turban,2015-01-29

Throughout the book theoretical foundations necessary for understanding Electronic Commerce EC are presented ranging from consumer behavior to the economic theory of competition Furthermore this book presents the most current topics relating to EC as described by a diversified team of experts in a variety of fields including a senior vice president of an e commerce related company The authors provide website resources numerous exercises and extensive references to supplement the theoretical presentations At the end of each chapter a list of online resources with links to the websites is also provided Additionally extensive vivid examples from large corporations small businesses from different industries and services governments and nonprofit agencies from all over the world make concepts come alive in Electronic Commerce These examples which were collected by both academicians and practitioners show the reader the capabilities of EC its cost and justification and the innovative ways corporations are using EC in their operations In this edition previous editions published by Pearson Prentice Hall the authors bring forth the latest trends in e commerce including social businesses social networking social collaboration innovations and mobility **Decisions and Orders of the National Labor Relations**

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