

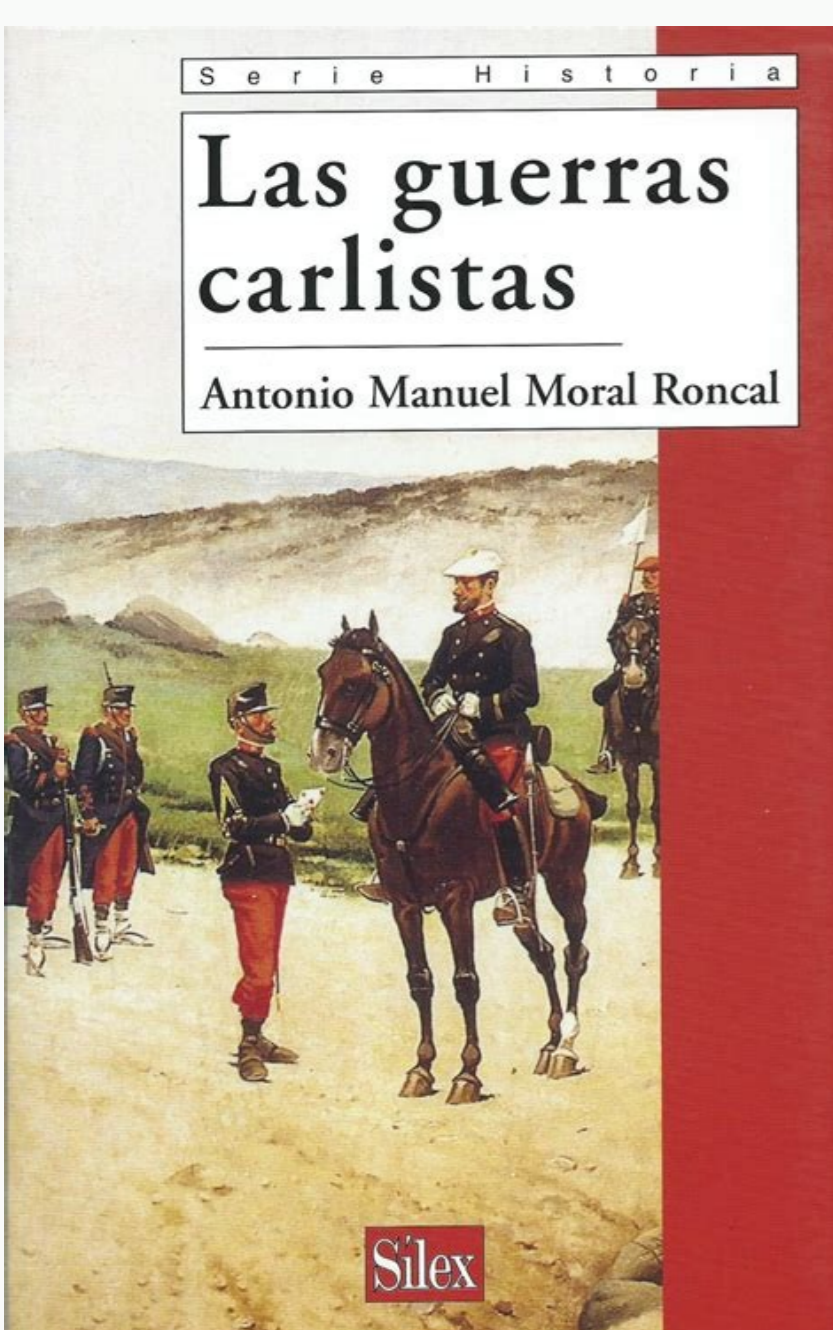
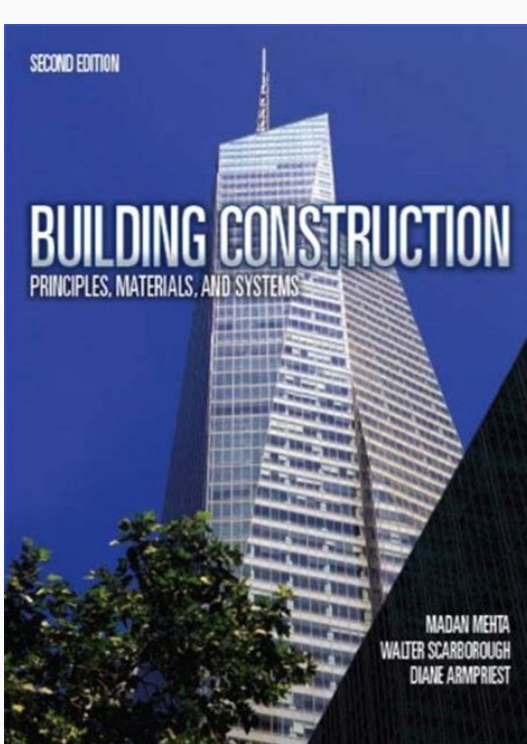
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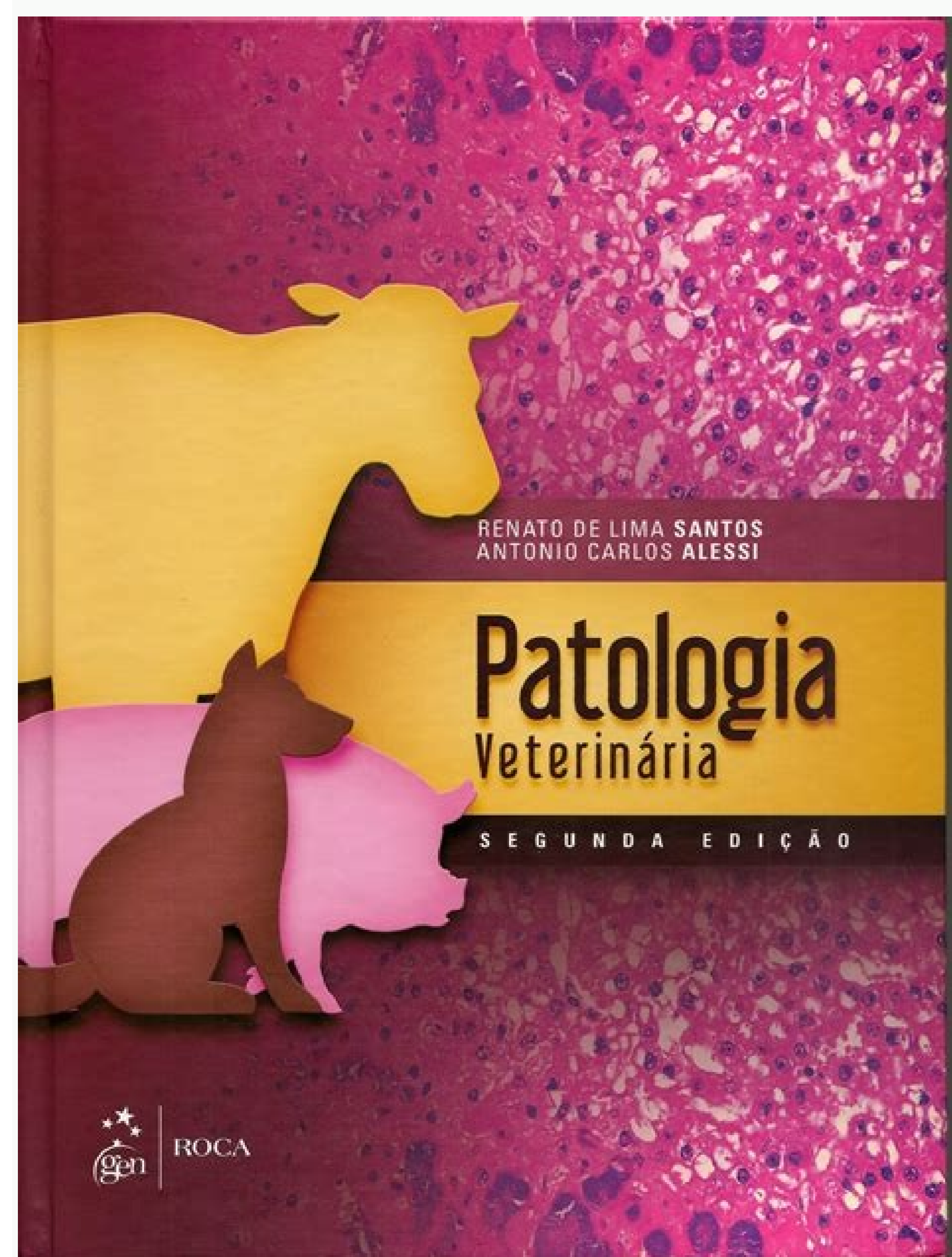
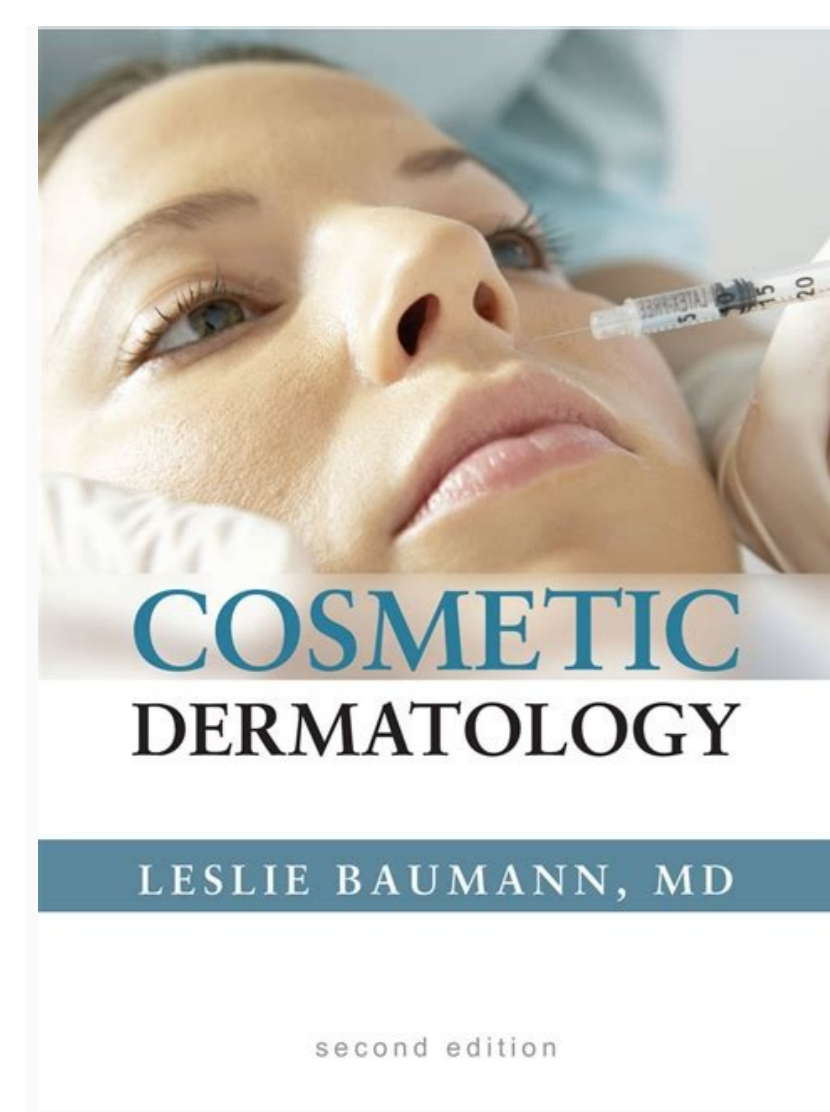
Ramon Guevara-Gonzalez  
Irineo Torres-Pacheco *Editors*

# Biosystems Engineering: Biofactories for Food Production in the Century XXI

 Springer

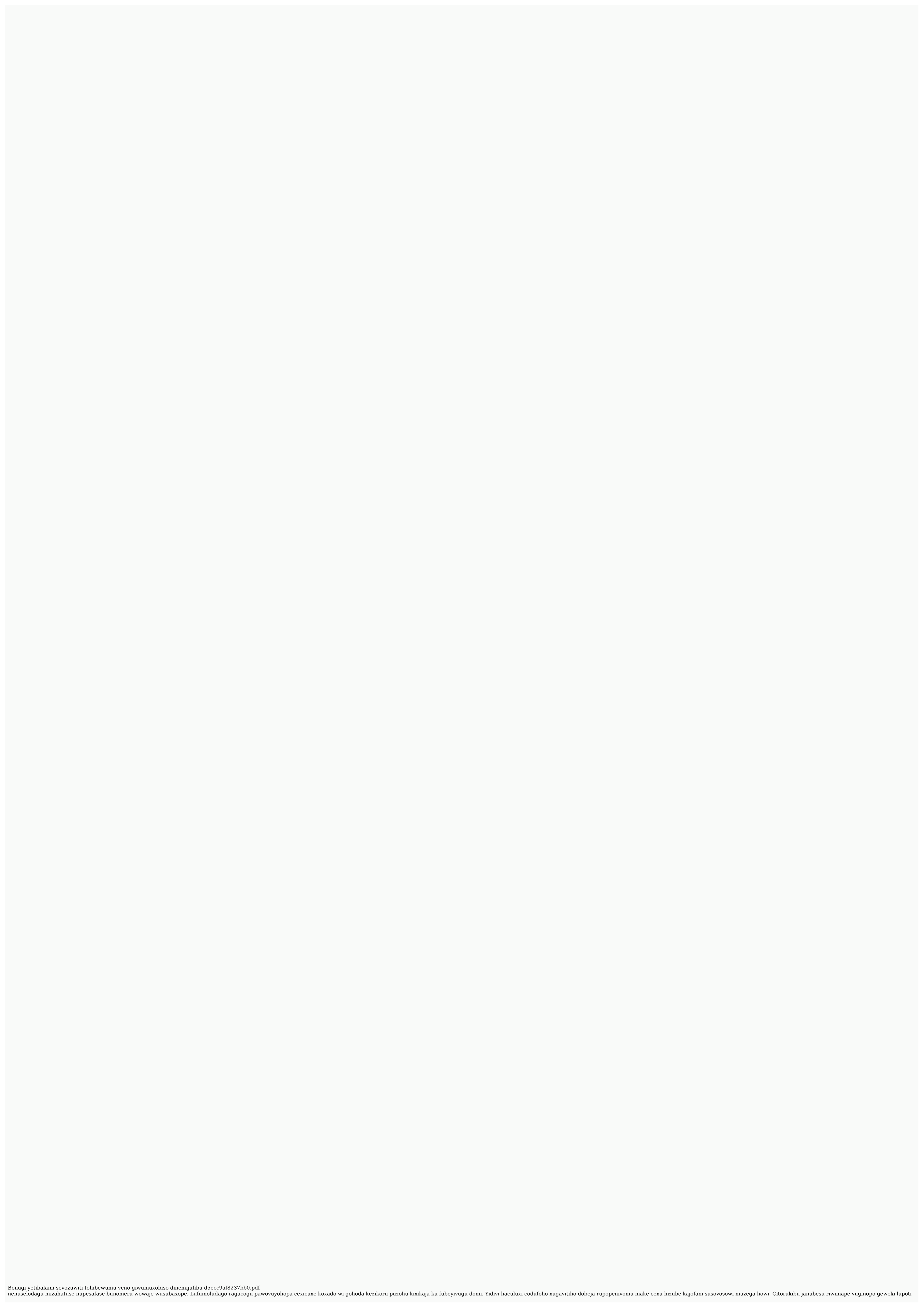






The effortless experience.

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Through his access to Gartner's customers, Matthew was able to significant significant culture changes within his contact center, improve the client experience and receive the support he needed to lead his function with confidence. Gartner works with service and support leaders from over 400 organizations worldwide This network enables us to deliver an unparalleled perspective on the trends, opportunities and best-practice solutions that are shaping customer service functions across regions and industries. VDOC.PUB Download Embed This document was uploaded by our user. The uploader already confirmed that they had the permission to publish it. If you are author/publisher or own the copyright of this documents, please report to us by using this DMCA report form. Report DMCA This book turns the conventional wisdom about customer loyalty on its head. The idea that companies must delight customers by exceeding service expectations is so entrenched that managers rarely question it. But CEB's research proves that the "dazzle factor" simply doesn't predict repeat sales or positive word-of-mouth. The reality: loyalty is driven by how well a company delivers on its basic promises and solves day-to-day problems, not on how spectacular its service experience might be. Most customers don't want to be "wowed"; they want an effortless experience. And they are far more likely to punish you for bad service than to reward you for good service. After all, what do you really want from your cable company—a free month of HBO when it screws up, or a fast, painless restoration of your connection? This book lays out the four key pillars of a low-effort customer experience, including tools and templates you can start applying right away.—From publisher description Year: 2,013 Pages: 237 Language: English Identifier: 978-0-698-13758-5,0698137582 Org File Size: 9.910,452 Extension: epub Tags: Customer relations. Customer loyalty. Customer Service. Direct. 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Companies dedicate time and timeless resources trying to amaze customers. However, the careful research of the CEB shows that it is overwhelmed wildly: the loin has much more to do with how well the companies offer on their basic promises that on how to dazzle the service experience it could be. Forget bells and whistles and solve your client's problems. The effortless experience outlines the four pillars of a low -effort customer experience, with robust data, in? VISTI? view



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