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Createspace, United States, 2013. Paperback. Condition: New. Language: English . Brand New Book ***** Print on Demand *****.Technology-driven tools are shifting power into the hands of savvy customers who will not tolerate service delays, unempowered agents and scripted responses. This non-technical book explains in plain language how the emergence of customer-facing mobile apps, social media, virtual worlds, web collaboration and online communities, coupled with the proliferation of cloud-based contact center interaction tools and customer experience management systems, is transforming traditional...

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- Authored by Michael Cusack
- Released at 2013



Reviews

Good e book and useful one. I have got read and that i am confident that i will likely to go through once more again later on. It is extremely difficult to leave it before concluding, once you begin to read the book.

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