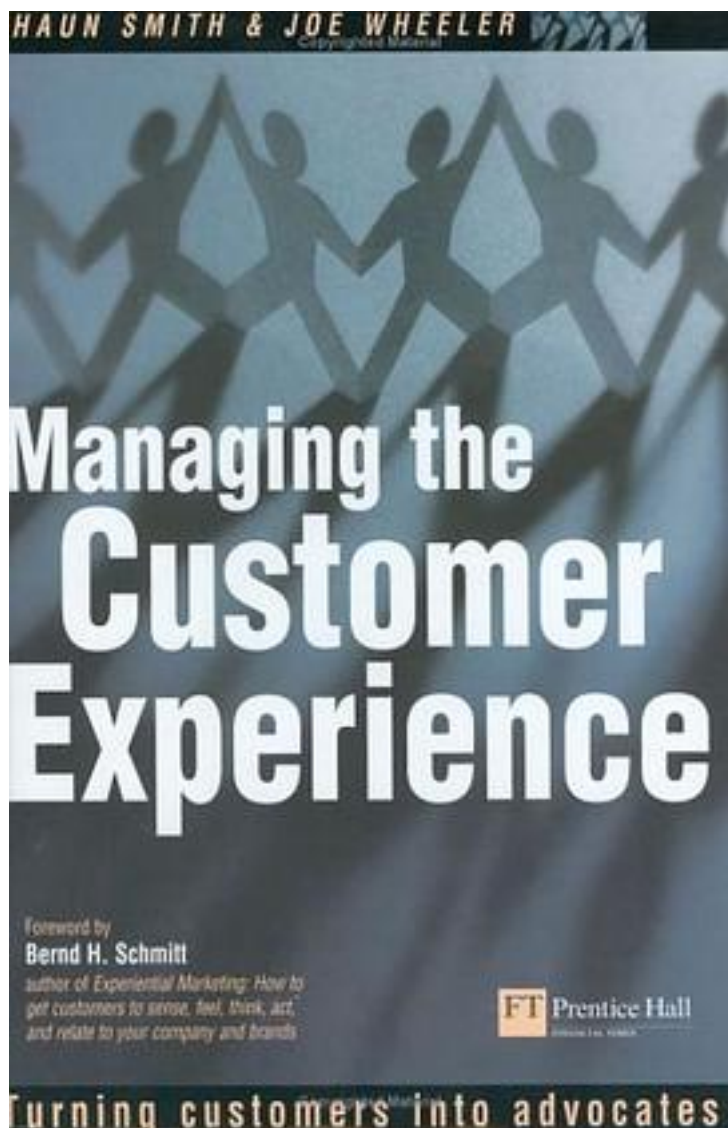


Managing the Customer Experience



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You need loyal customers, not just satisfied ones. Managing the Customer Experience: Turn Customers Into Advocates shows you how to manage your customer experience and reap the rewards.

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