

Customer Obsession: Your Roadmap To Profitable CRM By Ad Nederlof

By Ad Nederlof

Dr. Jon Anton | BenchmarkPortal, LLC -

(Dr. Jon Anton) Founder Emeritus Customer Obsession: Your Roadmap to Profitable CRM. Integrating People with Process and Technology. Selecting a Teleservices Partner.

<http://www.benchmarkportal.com/discover-benchmarkportal/team/dr-jon-anton>

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Ad Nederlof is the author of Customer Obsession (0.0 avg rating, 0 ratings, 0 reviews, published 2002) register; tour; sign in; Ad Nederlof s Followers. None yet.

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Genesys Telecommunications Laboratories today announced the release of Customer Obsession: Your Roadmap Your Roadmap to Profitable CRM AUTHOR: Ad Ad Nederlof

<http://prwire.com.au/pdf/genesys-ceo-and-dr-jon-anton-address-the-crm-quot-journey-quot-in-new-book-release>

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Ad Nederlof on Customer Service -

Ad Nederlof, Chairman of Genesys and author of Customer Obsession: Your Roadmap to Profitable CRM kicked off this morning talking about customer service.
http://www.windley.com/archives/2004/02/ad_nederlof_on_c.shtml

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<http://www.scribd.com/doc/145919467/Consumers-A-Select-Bibliography>

Phil Windley's Technometria - Archive for Feb 2004 -

Archive for Feb 2004. 53 entries. An Eclipse Plug-In Gives jBoss an IDE. Fri Feb 27 14:08:00 2004.
<http://www.windley.com/archives/2004/02/>

Forrester's Forum For Marketing Leaders New York -

Forrester's Forum For Marketing Leaders New This Forum will teach you how to build and lead a next-generation marketing organization focused on customer obsession.
<http://www.cmswire.com/events/item/forresters-forum-for-marketing-leaders-new-york-2015-027171.php>

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Leading Through Customer Service: The ICICI Bank Way. Uploaded by Dr Alok Kumar Rai. Info; Publisher: sail.co.in Publication Date: Jan 1, 2007

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Ad Nederlof, President, PeopleStrategy.com -

Learn more about Ad Nederlof, PeopleStrategy.com Customer Connection Site He is a co-author of Customer Obsession: Your Roadmap to Profitable CRM,

<http://www.spoke.com/people/ad-nederlof-3e1429c09e597c1000a6a7f9>

Ten Criteria for Measuring Effective Voice User -

Ten Criteria for Measuring Effective Voice User Interfaces According to Nederlof and Anton, Customer Obsession: Your Roadmap to Profitable CRM.

<http://www.speechtechmag.com/Articles/PrintArticle.aspx?ArticleID=29443>

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Managing Service Quality: An International Journal -

This study focuses on the management of job burnout among customer Managing Service Quality: An International Obsession: Your Roadmap to Profitable CRM,

<http://www.emeraldinsight.com/doi/full/10.1108/09604521211281396>

Press Release: Genesys CEO and Dr. Jon Anton -

Genesys Telecommunications Laboratories today announced the release of Customer Obsession: Your Roadmap to Profitable CRM, by Genesys CEO Ad Nederlof and Dr. Jon

<http://prwire.com.au/pr/9038/genesys-ceo-and-dr-jon-anton-address-the-crm-quot-journey-quot-in-new-book-release>

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