



# HAPPY CUSTOMER SERVICE WEEK

3TH - 9TH OCTOBER

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# Twitter This Week Customer Service

**Marty Weintraub, Lauren Litwinka**



## **Twitter This Week Customer Service:**

*Twitter Marketing* Hollis Thomases, 2010-01-12 The complete guide to a successful Twitter marketing campaign Twitter is a microblogging service that is changing the way we communicate Marketers recognize its value and Twitter Marketing An Hour a Day offers marketers advertisers brand managers PR professionals and business owners an in depth guide to designing implementing and measuring the impact of a complete Twitter strategy Expert author Hollis Thomases acquaints you with the Twitterverse its conventions and its fascinating demographics and statistics She then teaches you step by step how to effectively craft successful branding and direct response strategies that can be scaled to any organization and its objectives Twitter Marketing An Hour a Day uses interesting case studies success stories anecdotes and examples to demonstrate how to use Twitter metrics in order to inform strategic direction You will discover how top companies large and small have leveraged this exciting communications platform Twitter has become a phenomenon with 32 million users including major companies such as Apple JetBlue and CNN This step by step guide explains the demographics shows how companies are using Twitter and explains how to scale the approach to your enterprise The detailed coverage includes the basics for Twitter newcomers and explores all elements of a successful strategy Expert author Hollis Thomases shows how to set goals develop and implement a plan attract followers and measure the impact of a campaign The in depth book explains how to maintain momentum and explores such issues as contests promotions and crisis management Twitter Marketing An Hour a Day is the ultimate guide to succeeding one tweet at a time

*The Discourse of Customer Service Tweets* Ursula Lutzky, 2021-10-21 The Discourse of Customer Service Tweets studies the discursive and pragmatic features of customer service interactions making use of a corpus of over 1.5 million tweets from more than thirty different companies With Twitter being used as a professional service channel by many transport operators this book features an empirical analysis of British and Irish train companies and airlines that provide updates and travel assistance on the platform often on a 24/7 basis From managing crises in the midst of strike action to ensuring passengers feel comfortable on board Twitter allows transport operators to communicate with their customers in real time Analysing patterns of language use as well as platform specific features for their communicative functions Ursula Lutzky enhances our understanding of customers linguistic expectations on Twitter and of what makes for successful or unsuccessful interaction Of interest to anyone researching discourse analysis business communication and social media this book's findings pave the way for practical applications in customer service

**The Complete Social Media Community Manager's Guide** Marty Weintraub, Lauren Litwinka, 2013-01-22 A unique approach to today's hottest new job in social media Today's social community managers use social media platforms and act as brand evangelists and community advocates From creating viral content to crisis communication to leveraging community content social managers manage online social communities and deal with what comes Luckily The Complete Social Media Community Manager's Guide Essential Tools and Tactics for Business Success is the perfect resource for how to do this

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