

How to handle customer service complaints

1. Acknowledge the problem

2. Ask questions for clarification

3. Identify the type of customer

4. Provide a fast solution

5. Log the issue

6. Follow up with your customer

7. Exceed expectations with your post-complaint actions



Twitter Deal Customer Service

Tamar Weinberg



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Twitter Marketing For Dummies Kyle Lacy, 2011-03-29 Presents an introduction to using Twitter as a marketing tool describing how to communicate effectively with customers and incorporate a marketing strategy into a mix of new and old media

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Handbook Kim Dushinski,2009 This guide to mobile marketing campaigns focuses on cost effective projects that can reach new customers build strong relationships with an existing customer base and gain a competitive edge by using the latest technologies Dushinski a mobile marketing consultant shows marketing sales and advertising professionals how to customize a marketing strategy for a certain product and service through voice mail text messaging social networks and proximity marketing This handbook also contains step by step procedures on creating mobile email and billing payment options mobile widgets and iPhone applications for further mobile advertising **Adweek** ,2010 **Brandweek** ,2010 The Tao of

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