

Customer Service



Customer Support



Customer Success



Twitter Today Customer Service

Roman Wölfel



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The Discourse of Customer Service Tweets Ursula Lutzky, 2021-11-18 Business discourse and customer service Digital discourse and customer communication Twitter corpora and ethics The language of customer service tweets Customer service exchange and their perception Hashtags in customer service discourse Crisis communication on twitter Implications and application **SocialCorp** Joel Postman, 2009-01-28 This book will help companies of all sizes develop and implement a strategy to become a SocialCorp a company that has adopted social media intelligently and effectively in a way that does not compromise the company's primary obligations as a corporation While the conversational and engagement values of social media are well understood many social media theorists often overlook the realities faced by the large corporation like accountability to shareholders and regulators and how these factors cannot be overlooked in corporate social media adoption Using case studies and analysis of available social media tools and proven corporate social media strategies the book will help corporate communicators understand the new communications landscape the power of social media and how to adopt it intelligently in a corporate environment **Mediaweek**, 2010 **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 increasingly high profile and crucial job The book features proven tactics and techniques for effective management and includes more than 40 field tested tools and templates If you're a social community manager learn how to grow a community and achieve the results you need Topics include a detailed guide to today's social media platforms how to organize and successfully share content using metrics and reporting and more Helps social media community managers develop cultivate and convert their social media communities Does a deep dive into today's crucial social media platforms Provides a complete toolkit of over 40 field tested tools and templates on everything from how to craft a plan to developing an editorial calendar tracking results and more Explains how you can organize and successfully share content among your target community and how to leverage that content to further amplify your message The Complete Social Media Community Manager's Guide Essential Tools and Tactics for Business Success is a must have resource for one of the hottest new careers in today's social world *Adweek*, 2010 *Strategy & Business*, 2009 **Time** Briton Hadden, Henry R. Luce, 2009 *Hotels*, 2009 *Hospitality Technology*, 2010 **ICIS Chemical Business**, 2009 **Brandweek**, 2010 Enterprise 2.0: The behavioral enterprise Tracy L. Tuten, 2010 Every day business leaders read about the shift in essential business practices and consumer buying behavior brought about by the Internet This two volume set introduces readers to these shifts and shows them the way forward **Convene**, 2008-07 Likeable

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