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Comcast Customer Service

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The Ultimate Online Customer Service Guide Marsha Collier, 2010-12-15 Make your online customers happy and create new ones with this winning guide Social media gives you an unparalleled vehicle for connecting and engaging with an unlimited number of customers Yet this vehicle is different than other more impersonal forms With social media reps become part of their customers lives They follow back They handle complaints immediately They wish customers happy birthday They grow their brands by involving themselves in communities The Ultimate Online Customer Service Guide gives you the keys to authentic and engaged service to customers through social media Using a blend of case studies a primer on classic online customer service and instructions on how to execute quality customer service this book enables you to access the opportunities that social media presents as a means of serving customers Authentically use social media to connect with customers to boost your bottom line Attract new customers through your online presence Achieve higher GMS Gross Merchandise Sales with quality customer service Social media gives you a new and growing realm to distinguish your business Create a productive presence in this interactive space with The Ultimate Online Customer Service Guide **Pay Attention!** Ann Thomas, Jill Applegate, 2010-05-24 Make customer feedback work for your business Customers are speaking loud and clear through a myriad of mediums Evidence shows that customers will no longer stand for the hurried and complacent service that has become the norm They are looking for a positive memorable experience Organizations that provide that level of service will earn their loyalty Customers base their decisions on nothing more than a positive or negative review of your product and or service Pay Attention paves the way Your company wins when you Understand Customer Expectations Embrace and implement The RATER Factors Define who you are and what you offer Become E T D B W Easy To Do Business With Connect with your audience in all mediums React appropriately and respond immediately to customer feedback Recover sincerely when things go wrong All you need is to Pay Attention **FCC Record** United States. Federal Communications Commission, 2016 *Delivering Effective Social Customer Service* Martin Hill-Wilson, Carolyn Blunt, 2013-10-23 Social Customer Service is new Social Media is the biggest thing happening to the customer service industry since the mid 1960s when modern day call centres were born It is taking customers and organisations into untested ways of relating transparently collaboratively instantly The consequences of great and poor service are forever changed Customer appetite has promoted this form of interaction to the very front of a race to understand How do digital brands and empowered customers actually behave Social Customer Service has become Marketing s R D lab and a listening hub for the rest of the organisation It is now where corporate reputations are most likely to be won and lost Delivering Effective Social Customer Service is a complete reference for achieving excellence in this new discipline It caters to both novice and expert It is perfect source material for service leaders and digital marketers to read together Every CXO will recognise in the book a blueprint from which to build their next generation organisation Even ambitious team leaders should snag a copy for instant

subject matter expertise kudos The centre of the book offers an in depth self assessment of the competencies that matter The book is jammed full of strategic insight action lists best practice tips and interviews All the resources anyone needs to build a solid strategy and roadmap Early adopter workshops based on the book have already taken place and will continue to be offered as another way of engaging with the book s key lessons An online resource of the reference material is also provided Options for an online community are under consideration This book is the first of its kind A distillation of what has so far been collectively discovered Then filtered and expanded through the collective experience of two leading authorities on customer service Carolyn Blunt and Martin Hill Wilson

Twitterville Shel Israel, 2009-09-03 Twitter is the most rapidly adopted communication tool in history going from zero to ten million users in just over two years On Twitter word can spread faster than wildfire Companies no longer have the option of ignoring the conversation Unlike other hot social media spaces Twitterville is dominated by professionals not students And despite its size it still feels like a small town Twitter allows people to interact much the way they do face to face honestly and authentically One minute you re complaining about the weather with local friends the next you re talking shop with a colleague based halfway across the globe No matter where you re from or what you do for a living you will find conversations on Twitter that are valuable Despite the millions of people joining the site you ll quickly find the ones who can make a difference to you Social media writer Shel Israel shares revealing stories of Twitterville residents from CEOs to the student who became the first to report the devastation of the Szechuan earthquake from visionaries trying to raise money for a cause to citizen journalists who outshine traditional media companies Israel introduces you to trailblazers such as Frank Eliason who used Twitter to reverse Comcast s blemished customer service reputation Bill Fergus who was on the team at Henry Ford Medical Center during the first live tweeted surgery Scott Monty social media officer for Ford who held off a mob of misinformed Ranger fans and averted a PR crisis Connie Reece who used Twitter to raise tens of thousands of dollars for cancer patients in need The Coffee Groundz a Houston area coffee shop that uses Twitter to pack the tables and fight off Starbucks Twitterville features many true stories as dramatic as these But it also recounts those of ordinary businesspeople who use Twitter to get closer to their customers And it explains how global neighborhoods will make geography increasingly irrelevant It even explains why people sometimes really do care what you had for lunch

At Your Service Frank Eliason, 2012-04-24 A guide to refocusing your business on those who matter most customers and employees Technology and social media tools have made it easier than ever for companies to communicate with consumers They can listen and join in on conversations solve problems get instant feedback about their products and services and more So why then are most companies not doing this Instead it seems as if customer service is at an all time low and that the few companies who are choosing to focus on their customers are experiencing a great competitive advantage At Your Service explains the importance of refocusing your business on your customers and your employees and just how to do it Explains how to create a culture of empowered employees who understand the value of a great customer experience

Advises on the need to communicate that experience to their customers and potential customers Frank Eliason recognized by BusinessWeek as the most famous customer service manager in the US possibly in the world has built a reputation for helping large businesses improve the way they connect with customers and enhance their relationships At Your Service will appeal to leaders managers business owners customer service professionals and anyone who wants to learn how to add value to their organization

Customer-Driven Disruption Suman Sarkar,2019-09-03 Businesses worry about new technologies but customers are the ultimate disruptors Suman Sarkar offers bold strategies for making sure you understand your customers and keep up with their ever changing needs Disruption the brutal roiling of markets the decline of long established brands and products and the rise of new upstarts drives business failure and success Most people think technology causes disruption but technology merely enables it Changing customer needs cause disruptions and too many businesses get caught unaware Suman Sarkar offers proven strategies that will enable any business to stay radically close to its customers and address their evolving needs He argues that businesses need to focus on existing customers first research shows they re likely to spend more and are more profitable than new customers Personalization is becoming important for the newer generations in both developed and developing markets so Sarkar describes approaches to make them cost effective In our era of instant gratification customers want what they want now Sarkar explains how you can develop and deliver products and services faster than ever And since a few bad Yelp reviews social media posts or angry tweets from customers can ruin you Sarkar shows how to proactively make sure the quality of your products and services stays better than that of your competitors The key to survival in this era of changing customer needs is to focus on and address them quickly so customers don t switch to the competition Drawing on his experiences with leading companies worldwide Sarkar offers five strategies and techniques that will keep you ahead of the curve

Social Marketing to the Business Customer Paul Gillin,Eric Schwartzman,2010-12-15 The first book devoted entirely to B2B social marketing B2B markets are fundamentally different from consumer markets Decisions are made on value not impulse Buying cycles are complex often with many stakeholders involved Relationships and support are critical But the business decisions demand discipline knowledge and lots of information This hands on guide covers topics unique to this segment including cost justification prospecting and lead generation matching tools to the sales funnel building B2B search engine optimization social media monitoring social media policy development long term client relationships gaining stakeholder support building a more transparent organization and what s coming next Features plentiful examples case studies and best practices Focuses on the channels that are most effective for B2B marketers Builds on the authors more than 30 years of combined experience in the new media social media space as well as two previous successful books Leverage the vast business to business potential of Facebook LinkedIn Twitter and many other social media platforms today with Social Marketing to the Business Customer

Strategic Marketing Russell Abratt,Michael Bendixen,2018-07-04 This book is a unique collection of comprehensive cases

that explore concepts and issues surrounding strategic marketing Chapters explain what strategic marketing is and then discuss strategic segmentation competitive positioning and strategies for growth corporate branding internal brand management and corporate reputation management With case studies from a broad range of global contexts and industries including Burger King FedEx and Twitter readers will gain a working knowledge of developing and applying market driven strategy Through case analysis students will learn to examine the role of corporate business and marketing strategy in strategic marketing recognize the implications of markets on competitive space with an emphasis on competitive positioning and growth interpret the various elements of marketing strategy and apply them to a particular real world situation apply sound decision making strategies and analytical frameworks to specific strategic marketing problems and issues apply ethical frameworks to strategic marketing situations Strategic Marketing Concepts and Cases is ideal for advanced undergraduate and postgraduate students as well as those studying for an MBA or executive courses in strategic marketing or marketing management

At a Tipping Point United States. Congress. Senate. Committee on Commerce, Science, and Transportation, 2015

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