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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 Idiot's Guide to Twitter Marketing](#) Brett Petersel, Esther Schindler, 2012-05-01 Twitter has tens of millions of users and its active tweeters and followers look to it to answer to the question What s happening Businesses both large and small can quickly and easily send out highly targeted messages to key customers using Twitter However simply grasping only the mechanics of Twitter and flogging a message nobody cares about isn t enough to make a measurable difference Worse using Twitter the wrong way can damage a company s brand The Complete Idiot s Guide to Twitter Marketing blends an understanding of Twitter s powerful tools and reach with marketing savvy and the key to really engaging followers and converting them to customers It also covers new features such as the increasing importance of search engine optimization [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

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