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Carmine Gallo

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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 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 Maximizing Commerce and Marketing Strategies through Micro-Blogging Burkhalter, Janée N., Wood, Natalie T., 2015-05-31 The Internet is quickly becoming a commonly used tool for business customer interaction Social media platforms that were once typically reserved for personal use are now becoming a vital part of a business s strategy Maximizing Commerce and Marketing Strategies through Micro Blogging examines the various methods and benefits of using micro blogs within a business context bringing together the best tools and tactics necessary to properly incorporate this approach Highlighting current empirical research and insights from various disciplines this book is an essential reference source for academics graduate students social media strategists and business professionals interested in the positive use of social media in business environments **Get Rich with Twitter: Harness** the Power of the Twitterverse and Reach More Customers than Ever Before Dennis L. Prince, 2010-04-16 Master today s most powerful marketing tool for instant customer engagement Today s customers have no patience for a long winded marketing pitch What they want is useful and engaging information in 140 characters or less The most successful campaigns these days are short sweet and right to the point Get Rich with Twitter reveals the secrets of using the most popular and fastest growing microblogging tool to reach customers more effectively than ever before at a fraction of the cost to you Learn how to Establish a solid foothold in the Twitterverse Build a following of loyal active customers Craft engaging and effective messages tweets Monitor all Twitter activity concerning your business Develop a sure fire viral marketing campaign You don t need to do a big song and dance to get customers interested in your product Simply give them a tweet They ll hear you loud and clear ECSM2015-Proceedings of the 2nd European Conference on Social Media 2015 Dr Paula Peres, Dr Anabela Mesquita, 2015-07-06 Complete proceedings of the 2nd European Conference on Social Media Porto Portugal

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newly adopted view of daily life through the lens of what is share worthy and the surveillance state operated by social media platforms Facebook Google Twitter and others to mine our personal data for advertising revenue an invasion of our lives that is as pervasive as government spying Jacob Silverman calls for social media users to take back ownership of their digital selves from the Silicon Valley corporations who claim to know what s best for them Integrating politics sociology national security pop culture and technology he reveals the surprising conformity at the heart of Internet culture explaining how social media companies engineer their products to encourage shallow engagement and discourage dissent Reflecting on the collapsed barriers between our private and public lives Silverman brings into focus the inner conflict we feel when deciding what to share and what to like and explains how we can take the steps we need to free ourselves from its grip Media Strategist: Build a Successful Program from the Inside Out Christopher Barger, 2011-11-04 Build a powerful social media strategy to increase buzz and the bottom line In today's fast paced professional climate large companies are learning that launching a website and taking a wait and see approach to engaging customers is not enough Competition is fierce and those who master the social media space are the ones who come out on top There is greater urgency than ever before to establish a vibrant social media program and it all starts with a key strategist who can best organize and leverage all of the organization's resources to cut through the bureaucracy and get real time results This is where The Social Media Strategist comes in Before tackling specific social media programs you first have to get your own organization and everyone in it on board with making social media a business strategy priority Christopher Barger the award winning former social media director at General Motors and IBM s former blogger in chief describes all the challenges particular to getting a comprehensive social media program off the ground in a large firm The Social Media Strategist teaches you how to Manage internal office politics from your legal team to the policy makers to the human resource department Present new ideas to lawyers and executives in a compelling convincing way Teach your employees the guidelines and protocols they ll need to represent your company Turn your organization into a true media outlet publishing content that is generated by in house employees and is truly engaging to an outside audience Telling a company from the outside what it should do is one thing writes Barger Actually making it happen from the inside is quite another Here he takes the bold step of starting where all successful endeavors begin by planning well by putting all the moving parts in the right place by constructing a solid foundation Consult The Social Media Strategist and build the best suited social media infrastructure for your company Then and only then can you begin to raise your profile connect with customers and increase your profits using the most powerful new business tool ICIS Chemical Business, 2009 **Community Banker**, 2009-07 Canadian Almanac and Directory 2021 Grey House Canada, 2020-12 The Canadian Almanac Directory is the most complete source of Canadian information available cultural professional and financial institutions legislative governmental judicial and educational organizations Canada's authoritative sourcebook for almost 160 years the Canadian Almanac Directory gives you access to almost 100 000

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The Apple Experience: Secrets to

Building Insanely Great Customer Loyalty Carmine Gallo,2012-03-29 Examines Apple s unique customer service strategy showing how these same practices can be used for success in other retail arenas

Bulletin to Management ,2009

Introducing Twitter as a Tool to Enhance Customer Service for Business in Germany Philip-Andre Wichmann,2009

The Wall Street Journal ,2009

Travel & Leisure ,2010

Twitter How To Customer Service Book Review: Unveiling the Power of Words

In a global driven by information and connectivity, the power of words has be evident than ever. They have the ability to inspire, provoke, and ignite change. Such could be the essence of the book **Twitter How To Customer Service**, a literary masterpiece that delves deep into the significance of words and their impact on our lives. Written by a renowned author, this captivating work takes readers on a transformative journey, unraveling the secrets and potential behind every word. In this review, we shall explore the book is key themes, examine its writing style, and analyze its overall impact on readers.

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