

## Prove It Call Center Test

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this work recommends initiatives for improving customer service and managing change describing methodologies geared toward building relationships through customer perceived value instruments monitoring customer relationship indices and changing the corporate culture and the way people work anton is director of benchmark research at purdue university s center for customer driven quality petouhoff works in the private sector annotation copyrighted by book news inc portland or

introduces business and technical managers to the exciting new frontier in database technology sites gather a lot of detailed information about customers unfortunately most companies lack the means to use that information to improve their marketing and customer support functions considered by most experts to be the new frontier in the database and data warehousing fields mining solves that problem coauthored by two bestselling data mining authors mining the explains for corporate decision makers it managers and database marketers how data mining principles and techniques can be applied to various types of sites more

importantly they describe techniques for using the resulting goldmine of business data to develop more effective advertising campaigns and better customer service

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