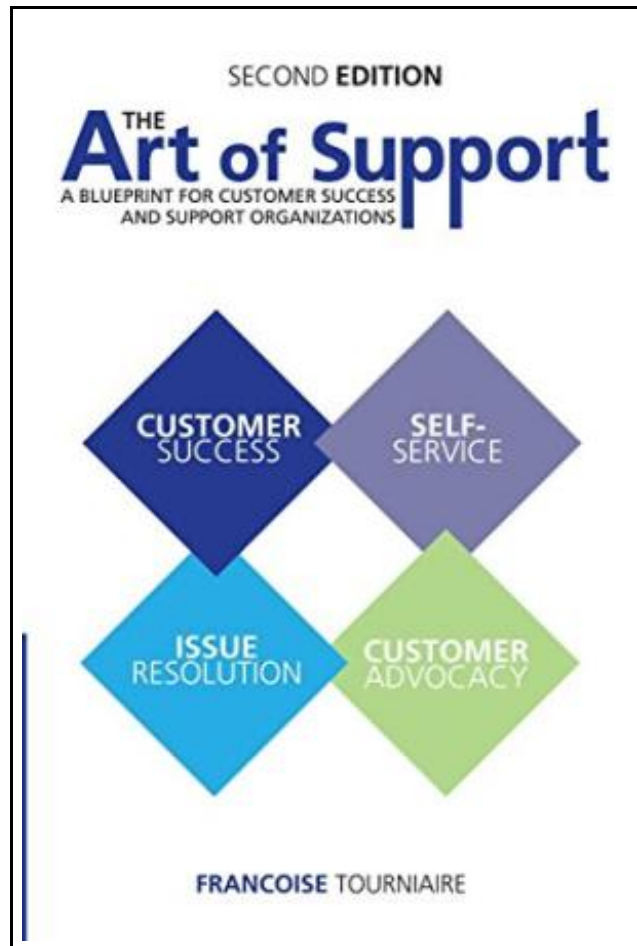


The Art of Support



Filesize: 4.79 MB

Reviews

Thorough guideline! Its this kind of excellent read. This is certainly for all those who statte there was not a well worth reading. Your way of life period will probably be transform once you complete reading this book.

(Mrs. Alia Borer)

THE ART OF SUPPORT



Lulu.com, United States, 2016. Paperback. Book Condition: New. 234 x 156 mm. Language: English . Brand New Book ***** Print on Demand *****.Are you a customer success or support executive curious about adapting industry best practices to your organization? Are you a newly-promoted customer success or support manager with plenty of ideas, but not much management experience? Or are you an executive with no hands-on experience with customer success, but wanting to learn more about how to decrease churn and improve revenue expansion from existing customers? The Art of Support is a practical guide for managers and executives that answers your questions. In it, you will find: - Best practices for customer success and support, from designing customer lifecycle journeys, to managing day-to-day activities, to measuring results. - Nuanced recommendations to build or improve your organization. - Dozens of practical tools you can use right away such as customer scorecards, sample support portfolios, hiring checklists, decision trees for selecting support models, job ladders, and budget templates.



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HarperCollins Publishers Inc, United States, 2016. Paperback. Book Condition: New. Reprint. 203 x 135 mm. Language: English . Brand New Book. An international bestseller, Barbara Coloroso's groundbreaking and trusted guide on bullying-including cyberbullying-arms parents...

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