

# Telemanage Your Customers: A System for Telephone Account Management

Stone, Merlin

Note: This is not the actual book cover

# Telemanage Your Customers

**Angus, Ian**



## Telemanage Your Customers:

**Telemanage Your Customers** Merlin Stone, Anna Thomson, Chris Wheeler, 1990-01-01 In this book Dr Stone and his colleagues show how the telephone combined with modern information technology can become a central component of the modern marketing mix After explaining the telephone account management TAM concept the authors set out its benefits in terms of increased customer satisfaction and selling opportunities They go on to describe how to plan set up staff and run a TAM operation the text provides full details of the principles and techniques involved It is illustrated throughout with real life examples and case studies and includes an extensive set of ready to use formats *The Gower Handbook of Management* Dennis Lock, 1998 The Gower Handbook of Management is widely regarded as a manager's bible an authoritative gimmick free and practical guide to best practice in management By covering the broadest possible range of subjects it replicates in book form a forum in which managers can meet experts from a range of professional disciplines This edition features 36 completely new chapters 65 expert contributors many of them practising managers and many of them new to this edition All of the contributors are recognized authorities in their field **Computerworld**, 1977-07-11 For more than 40 years Computerworld has been the leading source of technology news and information for IT influencers worldwide Computerworld's award winning Web site Computerworld.com twice monthly publication focused conference series and custom research form the hub of the world's largest global IT media network **Network World**, 1989-05-08 For more than 20 years Network World has been the premier provider of information intelligence and insight for network and IT executives responsible for the digital nervous systems of large organizations Readers are responsible for designing implementing and managing the voice data and video systems their companies use to support everything from business critical applications to employee collaboration and electronic commerce *FCC Record* United States. Federal Communications Commission, 2003 Network World, 1989-05-01 For more than 20 years Network World has been the premier provider of information intelligence and insight for network and IT executives responsible for the digital nervous systems of large organizations Readers are responsible for designing implementing and managing the voice data and video systems their companies use to support everything from business critical applications to employee collaboration and electronic commerce **Network World**, 1988-05-30 For more than 20 years Network World has been the premier provider of information intelligence and insight for network and IT executives responsible for the digital nervous systems of large organizations Readers are responsible for designing implementing and managing the voice data and video systems their companies use to support everything from business critical applications to employee collaboration and electronic commerce *Network World*, 1989-02-20 For more than 20 years Network World has been the premier provider of information intelligence and insight for network and IT executives responsible for the digital nervous systems of large organizations Readers are responsible for designing implementing and managing the voice data and video systems their companies use to support everything from

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