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Robert Ebo Hinson, Esi Akyere Mensah, Doreen Anyamesem Odame

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DHL Airways/government Service Directory ,1986 Customer Service Delivery in Africa Robert Ebo Hinson, Esi Akyere Mensah, Doreen Anyamesem Odame, 2024-02-26 Customer service management is one of the key pillars of today s business environment Businesses operating in sub Saharan Africa and other frontier markets have begun to embrace the concept of customer service management with many incorporating the notion into their mission statements with many forward thinking companies transitioning from a transactional to a more strategic view of the customer As customers have evolved and transformed from passive audiences to active players businesses are moving away from the old industry model that sees value as created from goods and services to a new model where value is created by experiences Today businesses and customers create value through customised co produced offerings This co creation of value helps firms highlight the customer's or consumer's point of view and improve the front end process of identifying customers needs Given the increasing recognition of the customer as a co creator of value perceptions of customer service quality during COVID 19 and afterwards matter to businesses in Africa looking to thrive in a new post COVID era since customers increasingly face several choices in the bid to access consumer products and services This book consists of seven chapters beginning with an overview detailing the importance of customer service matters to Africa's development and ending with a discussion of the future directions for enhanced customer service delivery in Africa Each chapter in this book includes actual customer service and delivery practices from various countries on the African continent including Egypt Ghana and South Africa and uncovers the challenges successes and potential areas for improvement in delivering quality customer service Computerworld ,1994-03-07 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 Global Air Freight Companies Directory Volume 1 Abu Dhabi-Canary Islands IBP USA, 2013-08 2011 Updated Reprint Updated Annually Global Air Freight Companies Directory InfoWorld ,1999-02-08 InfoWorld is targeted to Senior IT professionals Content is segmented into Channels and Topic Centers InfoWorld also celebrates people companies and projects Network World ,2003-06-16 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 Reinventing Business Practices, Start-Ups, & Sustainability Prof.Dr.V.Sasirekha, Prof. Praseeda C, Dr N Meena Rani, Dr Catherine S, Dr. Kalaivani M,Dr.Suganya V,Dr.Kiruthiga V, InfoWorld, 2000-01-10 InfoWorld is targeted to Senior IT professionals Content is segmented into Channels and Topic Centers InfoWorld also celebrates people companies and projects Effects of the

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local loops FSO Free Space Optics satellites communications and deep space networks The book concludes with a review of the architectural security and management support issues and their role in building deploying and managing wireless systems in modern settings
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