



Customer Care Registry

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Literature

- ▶ How to Win Friends and Influence People by Dale Carnegie

<https://www.tidio.com/blog/best-customer-service-books/#how-to-win-friends-and-influence-people>

- ▶ Delivering Happiness: A Path to Profits, Passion, and Purpose by Tony Hsieh

<https://www.tidio.com/blog/best-customer-service-books/#delivering-happiness>

- ▶ Be Our Guest: Perfecting the Art of Customer Service by Theodore B. Kinni

<https://www.tidio.com/blog/best-customer-service-books/#be-our-guest>

Literature Survey

- ▶ The Thank You Economy

<https://www.tidio.com/blog/best-customer-service-books/#the-thank-you-economy>

- ▶ The Customer Rules

<https://www.tidio.com/blog/best-customer-service-books/#the-customer-rules>

- ▶ Customer Satisfaction is Worthless, Customer Loyalty is Priceless: How to Make Customers Love You, Keep Them Coming Back and Tell Everyone They Know by Jeffrey Gitomer

<https://www.tidio.com/blog/best-customer-service-books/#customer-satisfaction-is-worthless-customer-loyalty-is-priceless>

Literature Survey

- ▶ Customer Success: How Innovative Companies Are Reducing Churn and Growing Recurring Revenue by Dan Steinman, Lincoln Murphy, and Nick Mehta

<https://www.tidio.com/blog/best-customer-service-books/#customer-success>

- ▶ Uncommon Service: How to win by putting customers at the core of your business by Frances Frei & Anne Morriss

<https://www.tidio.com/blog/best-customer-service-books/#uncommon-service>

- ▶ The Effortless Experience: Conquering the new battleground for customer loyalty by Matthew Dixon, Nick Toman, and Rick Delisi

<https://www.tidio.com/blog/best-customer-service-books/#the-effortless-experience>

Literature Survey

- ▶ The Customer Support Handbook: How to Create the Ultimate Customer Experience for Your Brand by Sarah Hatter

<https://www.tidio.com/blog/best-customer-service-books/#the-customer-support-handbook>

- ▶ The Loyalty Effect: The Hidden Force Behind Growth, Profits, and Lasting Value by Fred Reichheld

<https://www.tidio.com/blog/best-customer-service-books/#the-loyalty-effect>

- ▶ The Best Service Is No Service: How to Liberate Your Customers From Customer Service, Keep Them Happy & Control Costs by David Jaffe & Bill Price

<https://www.tidio.com/blog/best-customer-service-books/#the-best-service-is-no-service>

Thank You