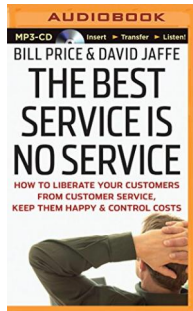


The Best Service Is No Service: How to Liberate Your Customers from Customer Service, Keep Them Happy, and Control Costs



Book Review

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(Prof. Eric Kuvalis II)

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