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digital transformation is shaping a new landscape for businesses and their customers for

marketing professionals advancing technology artificial intelligence robots chatbots etc and the explosion of personal data available present great opportunities to offer customers experiences that are ever richer more fluid and more connected for customers this ecosystem is synonymous with new roles they are more autonomous and have power alongside the company they influence innovate punish and more these developments push companies to implement new customer strategies it is in this context marked by pitfalls and paradoxes that the authors of this book reflect on the customer relationship what it has become and what it will be tomorrow the book provides practitioners teacher researchers and master s students with a state of the art and a prospective vision of customer relations in a digital world it is aimed at those who want to gain an up to date understanding of the field and find all the keys needed to project themselves into the future

note this pocket book is available in several languages english german french this pocket guide is a concise summary of itil v 3 a quick portable reference tool to this leading standard within the service management community what are the key service management processes what is the lifecycle approach

rembrandt s life and art had an almost mythic resonance in nineteenth century france with artists critics and collectors alike using his artistic persona both as a benchmark and as justification for their own goals this first in depth study of the traditional critical reception of rembrandt reveals the preoccupation with his perceived authenticity naturalism and naiveté demonstrating how the artist became an ancestral figure a talisman with whom others aligned themselves to increase the value of their own work and in a concluding chapter the author looks at the playrembrandt staged in paris in 1898 whose production and advertising are a testament to the enduring power of the artist s myth

in two parts auteurs and titres

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