



Service Excellence @ Novell: Taking Customer Service from Cost to Profit

Nova Vista Publishing's Best Practices Editors

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Ten years ago, Novell's customer service division was pleasing customers. But in a high-impact transformation, the division changed the way it handles customer care. Now it is no longer a cost center: it contributes significantly to Novell's profitability. From the executives to the front-line people, everyone changed they way they work, making Novell's customer service a major differentiator in the marketplace. A human story of best practices literally paying off.



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Sybil Moore:

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Shalon Fisk:

Playing with family in a park, coming to see the coastal world or hanging out with buddies is thing that usually you will have done when you have spare time, then why you don't try point that really opposite from that. Just one activity that make you not sense tired but still relaxing, trilling like on roller coaster you have been ride on and with addition of information. Even you love Service Excellence @ Novell: Taking Customer Service from Cost to Profit, you may enjoy both. It is very good combination right, you still wish to miss it? What kind of hang-out type is it? Oh come on its mind hangout men. What? Still don't buy it, oh come on its referred to as reading friends.

Kerry Erdman:

As a university student exactly feel bored to reading. If their teacher expected them to go to the library or even make summary for some book, they are complained. Just very little students that has reading's internal or real their leisure activity. They just do what the professor want, like asked to go to the library. They go to there but nothing reading critically. Any students feel that studying is not important, boring along with can't see colorful pictures on there. Yeah, it is to be complicated. Book is very important for yourself. As we know that on this era, many ways to get whatever we wish. Likewise word says, ways to reach Chinese's country.

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