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to an unparalleled competitive landscape. Ultimately, service is the only differentiator. The Customer Service Revolution is a straightforward blueprint for building sustainable advantage in any industry and is a must-read for anyone looking to build world-class experiences. | Derek Kaivani, director of PwC Experience, PricewaterhouseCoopers

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LEADING A CUSTOMER SERVICE REVOLUTION IN YOUR BUSINESS MEANS... A radical overthrow of conventional business mentality; energizing entrepreneurs and leaders like you to create breakthrough growth in your business. Designing everything to transform what your customer experiences; identifying and filling gaps that your Customers don't even know exist and making your competition invisible.

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In The Customer Service Revolution, DiJulius points out how numerous companies have made Customer service their biggest competitive advantage, are dominating their industries, and have made price irrelevant. As a result of this Customer service revolution, people are being treated differently, better, and in a way like never before.