

Telemanage Your Customers: A System for Telephone Account Management

Stone, Merlin

Note: This is not the actual book cover

Telemanage Your Customers

Sebastian Brünink



Telemanage Your Customers:

Telemanagement of Inflammatory Bowel Disease Raymond K. Cross, Andrew R. Watson, 2015-10-16 This volume provides a comprehensive state of the art review of inflammatory bowel disease and its management through the use of telemedicine applications The book reviews barriers to successful outcomes in patients with IBD and offers a rationale for how self management and telemedicine approaches can improve care in chronic illnesses such as IBD This volume also includes a summary of the burden of telephone encounters in patients with IBD characteristics of frequent callers to the office outcomes associated with high telephone use and strategies to provide education via telephone to patients with IBD Prior literature on implementation of teleconsultation in research and clinical practice as well as mobile applications used to track symptoms quality of life diet and medication use in IBD are also explored in the book Written by experts in the field Telemanagement of Inflammatory Bowel Disease is a valuable resource for gastroenterologists surgeons and other clinicians dealing with and interested in this novel adjunct to routine care for inflammatory bowel disease

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Telemanage Your Customers Merlin Stone, Anna Thomson, Chris Wheeler, 1990-01-01 In this book Dr Stone and his colleagues show how the telephone combined with modern information technology can become a central component of the modern marketing mix After explaining the telephone account management TAM concept the authors set out its benefits in terms of increased customer satisfaction and selling opportunities They go on to describe how to plan set up staff and run a TAM operation the text provides full details of the principles and techniques involved It is illustrated throughout with real life examples and case studies and includes an extensive set of ready to use formats

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