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Larry Freed



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E-marketing Raymond D. Frost,Judy Strauss,2016-06-03 For courses in Internet Marketing or E marketing This book teaches marketers how to engage and listen to buyers and how to use what they learn to improve their offerings in today s Internet and social media driven marketing environment It brings

traditional marketing coverage up to date with a thorough incisive look at e marketing planning and marketing mix tactics from a strategic and tactical perspective The focus is on the Internet and other technologies that have had a profound effect on how marketing is approached today Included is coverage of marketing planning legal and global environments e marketing strategy and marketing mix and customer relationship management strategy and implementation issues A major revision this seventh edition reflects the disruption to the marketing field brought about by social media As such it covers many new topics that represent the changes in e marketing practice in the past two years Because of the ever changing landscape of the Internet the authors suggest reading this book studying the material and then going online to learn more about topics of interest Features Better understanding of new concepts in today s electronic marketplace is accomplished as the book puts that new terminology into traditional marketing frameworks Readers are encouraged to exercise critical thinking and attention to their own online behavior in order to better understanding the e marketer s perspective strategies and tactics to think like a marketer Although the focus is on e marketing in the United States readers also see a global perspective in the coverage of market developments in both emerging and developed nations An entire chapter devoted to law and ethics and contributed by a practicing attorney updates readers on the latest changes in this critical area Readers are guided in learning a number of e marketing concepts with the help of some outstanding pedagogical features Marketing concept grounding helps readers make the connection between tradition and today Material in each chapter is structured around a principle of marketing framework followed by a look at how the internet has changed the structure or practice providing an ideal bridge from previously learned material Learning objectives set the pace and the goals for the material in each chapter Best practices from real companies tell success stories including new examples of firms doing it right Graphical frameworks serve as unique e marketing visual models illustrating how each chapter fits among others Chapter summaries help readers review and refresh the material covered Key terms are identified in bold text within the chapter to alert readers to their importance Review and discussion questions are another device to be used for refreshing readers understanding of the material in the chapter Web activities at the end of each chapter help readers become further involved in the content This revision reflects the disruption to the marketing field based on social media A major revision from the sixth edition it includes many new topics as dictated by changes in e marketing practice in the past two years Three important Appendices include internet adoption statistics a thorough glossary and book references NEW Students get a broader look at social media as it is now integrated throughout the book instead of confined to one chapter NEW A look a new business models continues and strengthens the approach of learning from real life examples Added and described in detail are such models as social commerce and Facebook commerce mobile commerce and mobile marketing social CRM crowdsourcing and many important be less pervasive models such as crowdfunding freemium and flash sales NEW Chapters 12 13 and 14 were completely rewritten to reflect the move from traditional marketing communication tools to the way practitioners current

describe IMC online owned paid and earned media NEW Readers see examples of many new and interesting technologies that are today providing marketing opportunities both in the Web 2.0 and 3.0 sections NEW The chapter opening vignettes continue to play an important role in illustrating key points Two new vignettes and new discussion questions about each chapter opening vignette are included NEW Included are many new images in every chapter plus updated Let's Get Technical boxes NEW Other chapter specific additions that further enhance understanding of the concepts include More social media performance metrics Ch 2 Big data and social media content analysis Ch 6 New consumer behavior theory and online giving as a new exchange activity Ch 7 Social media for brand building Ch 9 App pricing and web page pricing tactics Ch 10

The New Science of Customer Relationships Thomas H. Davenport, Jim Sterne, 2025-07-08 A practical strategy guide for building profitable customer relationships using the latest AI science and tech The New Science of Customer Relationships Delivering the One to One Promise with AI is a science based and insightful new approach to integrating the latest generative AI technologies into your company's customer communications Analytics and marketing experts Thomas Davenport and Jim Sterne walk you through the technology and tools you need to understand the data you need to collect the processes you need to implement and the ethics you need to observe to build an industry leading customer relationship framework In the book you'll learn to create systems that reliably generate smart persuasive and hyper personalized interactions with your company's best customers You'll also discover how to integrate these systems directly into your firm's existing operations so you can use the tools to realize tangible financial results Inside the book Tips for using generative AI to analyze customer responses and extract actionable insights about how they feel and what they think Specific tools and technologies you can use to collect customer data and conduct effective analytics to improve your products and services Discussions of ethical guidelines to guide your organization's data and customer communication practices Perfect for marketers sales team leaders technology professionals and anyone else responsible for evolving their company's customer relationships The New Science of Customer Relationships is a hands on playbook that explains the science of the latest customer communication technologies and walks you through exactly how to implement them

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