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June 14th 2019: Know Your Influence - The Customer Experience

This week we are visiting David Avrin, author of five books, including his latest release, "Why Customers Leave and How to Win Them Back." We will discuss the customer experience and how it is different than customer service. We will also discuss the evolution of the customer from the business side and the consumer side. Today's customers, however you define them, have become a tremendous influence on our businesses. Sponsored by IA Business Advisors, The I In Team Series, and Visibility International.

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Featured Guest



David Avrin

One of the most in-demand business marketing and customer experience speakers in the world today, David Avrin, CSP has shared his content-rich, entertaining and hard-hitting presentations to enthusiastic audiences across North America and around the world.

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