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 BUSINESS



WITH
SANJOG AUL

CIO Talk Network
Wednesday at 7 AM Pacific
March 4th 2005: Self Service or Disservice

There is a new trend towards providing self service portals, kiosks, and other mechanisms to reduce ongoing customer service costs. A customer may not want to wait in line but still needs personal attention. Are the current self service technologies and solutions capable enough to provide a satisfying experience?



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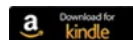
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