

1

Busca generar
un valor
superior

2

Colocándose en
el lugar del
cliente para
detectar sus
necesidades

3

Y luego ofrecer
mejores
soluciones
desde la
perspectiva del
cliente



¿Qué es?

Centrado en el cliente

El Servicio Centrado En El Cliente El Servicio Centrado En El Cliente

David W. Cottle



El Servicio Centrado En El Cliente El Servicio Centrado En El Cliente:

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