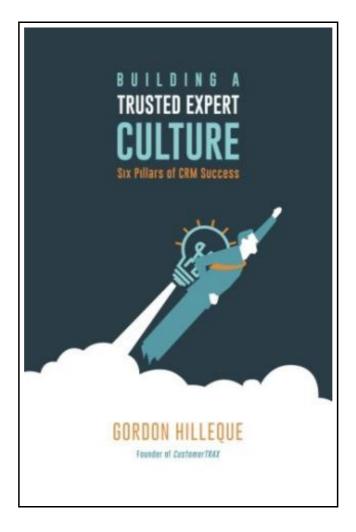
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BUILDING A TRUSTED EXPERT CULTURE: SIX PILLARS OF CRM SUCCESS (PAPERBACK)



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