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(Elinor Hyatt)

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Tebbo. Paperback. Book Condition: New. Paperback. 238 pages. Dimensions: 9.6in. x 7.4in. x 0.7in. Key Book Benefits: Delivers authoritative, field-tested best practices for working with Service Level Agreements. Covers the full lifecycle, from planning, design, and deployment. Includes access to content. theartofservice. com with job aids, utilities, and full downloads of all documents. Drive Better Productivity and Increase Success with this book Starting Now. Discover Real-World Best Practices Without Paying Expensive Consultants. You're investing in Service Level Agreements for one reason: to drive major performance improvements across your entire organization. Service Level Agreements Best Practices will help you do just that. Drawing on their experience with dozens of implementations, The Art of Service offers expert guidance on every aspect of Service Level Agreements design and implementation, with results-focused best practices for every area of the organization touched by Service Level Agreements, including sales, government, marketing, customer service, finance, legal, and IT. This is information you'd otherwise have to pay a consultant 300hour to get. . . information you won't find in any other book! The Art of Service walks you through developing a comprehensive and effective implementation strategy, followed by tactics and specifics to overcome every challenge you face. Through this book and its companion website, content. theartofservice. com, The Art of Service provides templates and extensive resources all part of the Content on Demand system that gives your organization maximum results from Service Level Agreements. - Achieve higher end-customer satisfaction and dramatic productivity gains. - Use the Art of Service Maturity Model to assess readiness, fill gaps, and gain early, deep user adoption. - Overcome people, product, and process pitfalls that can limit the value of your Service Level Agreements. - Learn which procedures, processes and documentation are right for your implementation. - This book's start-to-finish roadmap for success can be...

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