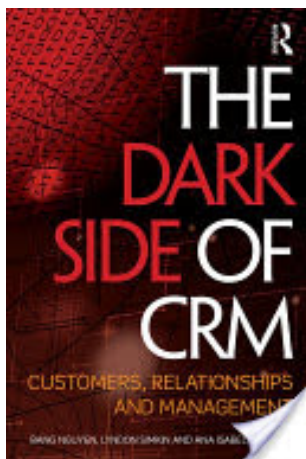


The Dark Side Of CRM : Customers, Relationships And Management

The Dark Side of CRM : Customers, Relationships and Management



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