

An Exploratory Study of Fashion Social Customer Service

Additional Resources

Social Customer Service Companies

Conversocial www.conversocial.com

Zendesk www.zendesk.com

Sproutsocial sproutsocial.com

Sales Force www.salesforce.com

Our Social Times oursocialtimes.com

Webinars, Conferences, Papers & Reports

Our Social Times SCS Summit (London) and Web Events oursocialtimes.com/events/Social-Media-for-Customer-Care-Summit-San-Francisco

Social Media for Customer Care Summit (New York) events.usefulsocialmedia.com/customer-service/

Call Centre and Customer Management Expo (London) events.usefulsocialmedia.com/customer-service/

Social Media Week (Global) socialmediaweek.org

Customer Contact Expo (London) live.callcentre.co.uk/Content/Customer-Contact-Expo

CRM Customer Experience Web Events www.destinationcrm.com

Social Media Today 'The Social Customer Engagement Index 2014' Report www.socialmediatoday.com/social-customer-engagement-index-2014-whitepaper?utm_source=smt_email&utm_medium=email&utm_campaign=tscei2014&reference=smt_email2&inf_contact_key=ad1d0c15c19f389a4bd57c051ebcdee909b57b5787b8bafc92f990a0fc876816

Conversocial 'The Social Customer Service Year in Review 2013' www.conversocial.com/blog/-end-of-year-report-the-social-customer-service-year-in-review#.VEHfdyldVKY