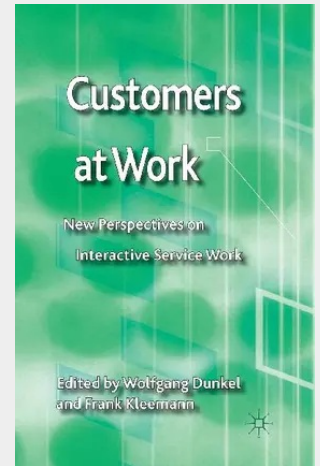


Customers at Work

Explores the ongoing transformation of service relationships, focusing on the incorporation of the customer's active contribution to virtually all aspects and stages of the production process. This volume illuminates social relations and interaction between customers and service providers as well as between the users of web-based services.

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