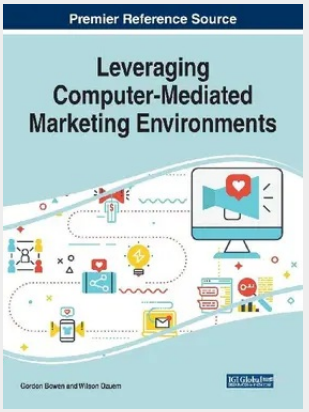
Business Science Reference

Leveraging Computer-Mediated Marketing Environments



Social media has redefined the way marketers communicate with their customers, giving consumers an advantage that they did not have previously. However, recent issues in online communication platforms have increased the challenges faced by marketers in developing and retaining their customers. Practitioners need to develop effective marketing communication programs that incorporate the meaningful forms of sociality into a customer-driven marketing program. Leveraging Computer-Mediated Marketing Environments discusses the nature of heightened interaction between marketers and consumers in the evolving technological environments, particularly on the central nature of online communities and other emerging technologies on dialogic engagement. Additionally, it aims to examine the relevant roles of online communities and emerging technologies in creating and retaining customers through effective dialogue management. Highlighting brand strategy, e-services, and web analytics, it is designed for marketers, brand managers, business managers, academicians, and students.

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