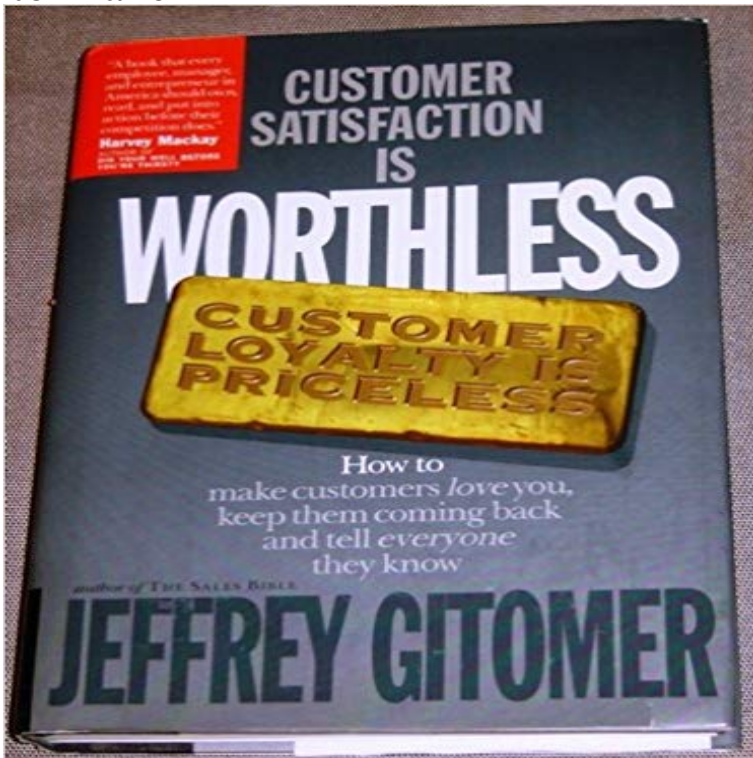


Customer Satisfaction is Worthless, Customer Loyalty is Priceless: How to Make T



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