



# International E-Business - Building Online Customer Loyalty with Relationship Management

By Wolfgang Katsch

GRIN Verlag Feb 2008, 2008. Taschenbuch. Book Condition: Neu. 210x147x13 mm. This item is printed on demand - Print on Demand Neuware - Diploma Thesis from the year 2001 in the subject Business economics - Marketing, Corporate Communication, CRM, Market Research, Social Media, grade: very good, University of Innsbruck (Institute for Corporate Leadership), 130 entries in the bibliography, language: English, abstract: . 1.1 Problem Statement For many years, successful neighborhood merchants, restaurants and pubs had real customer relationships. They knew their customers personally, understood what they wanted, and, as best they could, satisfied their needs through personalized service. As a result, they earned loyalty and a large share of their customers business. Some of the best examples of building customer loyalty can be found in those traditional small businesses. Now the question arises how customer relationships can be built in the world of E-Business. E-Business - the buying and selling of products and services over the Web - and its impact is comparable with the industrial revolution at the end of the last century. After hysterical times of E-Business startups and well known bursting bubbles the point of disillusion has come. Some internet companies recognize that traditional business concepts are...

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