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Nancy J. Friedman is the author of Customer Service Nightmares (3.00 avg rating, 4 ratings, 0 reviews, published 1998), Crisp (3.50 avg rating, 2 ratings

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People. Nancy Friedman a.k.a. Nancy J. Friedman is an American customer service and telephone skills consultant. written works: "Crisp: Telemarketing Tips from A to Z

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