



The Community Manager's Playbook: How to Build Brand Awareness and Customer Engagement (Paperback)

By Lauren Perkins

Springer-Verlag Berlin and Heidelberg GmbH Co. KG, Germany, 2015. Paperback. Condition: New. 1st ed.. Language: English . Brand New Book ***** Print on Demand *****.Savvy companies recognize the value of a strong community. Think of Nike and its community of runners, Nike+, and you'll quickly understand that creating and fostering an online community around a product or brand is a powerful way to boost marketing efforts, gain valuable insight into consumers, increase revenue, improve consumer loyalty, and enhance customer service efforts. Companies now have the unprecedented opportunity to integrate their brand's messaging into the everyday lives of their target audiences. But while supporting the growth of online communities should be at the top of every company's priority list, all too often it falls by the wayside. That's why brand strategy expert and digital marketer Lauren Perkins wrote *The Community Manager's Playbook* (#CMplaybook on Twitter), a must-read guide for business and brand builders who need to strengthen their approach to online B2C community management and customer engagement. As Perkins explains, if companies want to create thriving online communities focused on their product or brand, they must do more than simply issue a few tweets a day, create...



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